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Competency Based Apprenticeships

The Role of National Occupational Frameworks in Expanding Registered Apprenticeship

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Competency-Based Programs

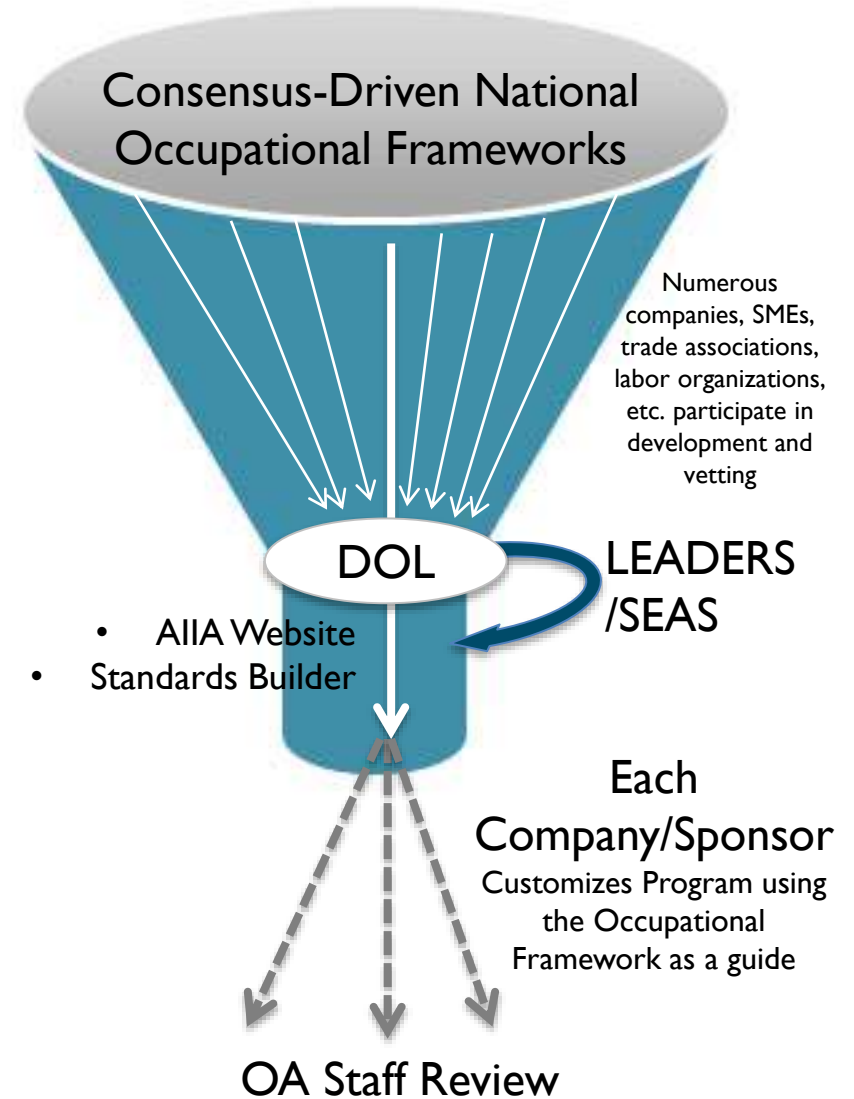
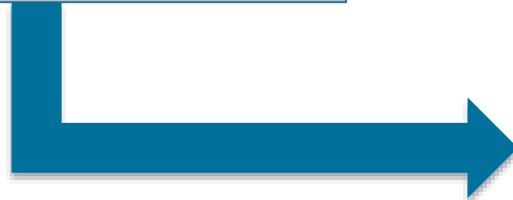
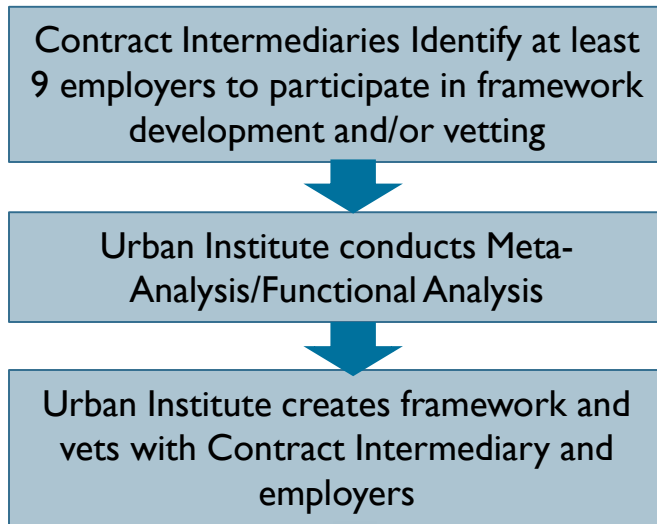
- Focus on the apprentice's ability to **perform a job function of economic value to the employer**
- Must still meet the **144 hours RTI/ 2000 hours OJT** requirement
- Acknowledges prior learning/experience – calculate advanced credit based on percentage of competencies demonstrated (or on a weighted average), but **no more than 1000 hours can be given as advanced credit** (per year) and the apprentice can **spend no less than 6 months in the program**
- RTI requirements related to demonstrated competencies can be waived for apprentices with prior knowledge/experience

Topic List vs Learning Objectives vs Competencies

Topic List	Learning Objectives	Competencies
Anatomy and Physiology	<ul style="list-style-type: none">• list anatomical terms• describe key body systems• explain physiological processes for maintaining homeostasis.	Interview patient to determine the nature of the visit or concern, translate that information using appropriate medical terminology, and record pertinent elements of the individual's medical and pharmacological history in the medical record.
Microbiology	<ul style="list-style-type: none">• understand potential sources of contamination• demonstrate sterile technique• explain the microbial theory of disease	Prepare instruments and treatment rooms for patient use, including the disinfection and sterilization of tools and equipment, and ensuring that appropriate personal protective devices are at hand and in use

NATIONAL OCCUPATIONAL FRAMEWORKS

New Methodology – Consensus Driven



Year One Frameworks

(occupational frameworks are in various stages of development)

Healthcare

Medical Assistant

Community Health Worker

Medical coder (AHIMA)

Pharmacy technician

Transportation (TLC)

Bus mechanic

Long Haul Truck Driver

Motor Coach Operator

Energy

Energy Line Worker

Advanced Manufacturing

CNC Operator

Mechatronics

Information Technology (AAI)

IT Generalist

Software developer

Cyber Security Analyst

Year Two Frameworks

Hospitality and Culinary

- *Cook/chef*
- *Tour guide*
- *Certified Restaurant Manager (NRA)*

Transportation (with TLC)

- *Signal Repair Technician*
- *Railcar Mechanic*
- *Elevator/Escalator Repair Technician*

Information Technology

- *Database technician/analyst*
- *Programmer*

Advanced Manufacturing (with NIMS)

- *Industrial Maintenance Mechanic*
- *Tool & Dye*
- *Machine Builder*
- *Mold maker*
- *Stamp Press Operator*
- *Milling and Turning*

Medical/Allied Health

- *Surgical technician*
- *Sterile supply technician*
- *Environmental Services Mgr.*
- *OSHA Technician*
- *CNA/Patient Care Technician*

A Look at Live Frameworks

Innovativeapprenticeship.org

“U.S. Standards”

National Occupational Frameworks



Apprenticeship Works - Education and Training for Rewarding Careers

[Why Apprenticeship?](#) [Creating a Program](#) [U.S. Standards](#) [International](#) [Facebook](#) [Blog](#) [AII Home](#)

Welcome to the AIIA website.

AIIA is dedicated to supporting and encouraging a robust system of apprenticeship in the U.S. that will develop highly-skilled workers precisely suited to American workplace needs.

Find out more about us and feel free to contact us with any questions.

[About Us](#)

Medical Assistant

[Overview](#) [General Info](#) [Competency-Based Standards](#) [Additional Info](#)

Overview

Type of Apprenticeship: Competency based

Job Title/s:

- Certified Medical Assistant
- Chiropractor Assistant
- Clinical Assistant
- Doctor's Assistant
- Medical Assistant
- Medical Office Assistant
- Ophthalmic Technician
- Registered Medical Assistant

Pathways:

- Practical nurse
- Registered nurse
- Radiology technician
- Ultrasound technician

Context

Medical Assistants work in medical offices and outpatient care centers, including urgent care centers and surgical centers. They work with a range of licensed health care and allied health care providers, including doctors, optometrists, podiatrists, chiropractors, nurse practitioners, physicians assistants, nurses, radiology technicians, respiratory therapists and office support staff (such as clerical office staff). Medical assistants can work in small medical practices that employ only the physician and a single medical assistant, or they can work in larger medical practices and outpatient care centers (including those affiliated with hospitals).

Medical Assistant

[Overview](#)
[General Info](#)
[Competency-Based Standards](#)
[Additional Info](#)

General Info

Workforce Information

- **ONET Code:** 31-9092.00
- **Size of Current Workforce:** 50,000 or more.
- **No. of jobs predicted (2014-2024):** 10,000 to 49,999.
- **Median Salary (2014):** \$25,000 to \$34,999.

Purpose:

Work with licensed medical care providers in medical offices or other outpatient centers to maintain office records and equipment, schedule and participate in the examination and treatment of patients, performing basic diagnostic tests or medical procedures as allowed by state and federal law, and providing patient education and follow-up support.

Attitudes & Behaviors:

- Patient
- Caring
- Non-judgmental
- Empathetic
- Able to build trust and maintain confidentiality
- Attentive to details
- Able to follow procedures with fidelity

Cross-Cutting Competencies:

Overview

General Info

Competencies and Related Instruction

Additional Info

Competencies and Related Instruction

 Full Framework  Work Process Schedule

Job Functions

1. **Communicate with others to collect, share, record and report information properly.**

Level: Basic

[View Competencies](#)

[View Related Instruction](#)

2. **Manage “front end” of medical office.**

Level: Basic

[View Competencies](#)

[View Related Instruction](#)

Competency-Based Standards

Job Functions

1. **Communicate with others to collect, share, record and report information properly.**

Communication via in-person interactions, phone calls, electronic mail, by written letter in order to understand and respond to the needs of others and share critical information. Schedule medical appointments, provide medical referrals, provide information about preparation for medical tests or procedures, refill prescriptions when authorized by care provider, refer to relevant medical specialist. Collect information by speaking directly to patient or patient's legal representative/guardian and by contacting other medical offices or diagnostic facilities to access relevant patient records, when appropriate.

[View Competencies](#)

[View Related Instruction](#)

2. **Manage "front end" of medical office.**

Maintaining and filing medical records, completing patient billing, submitting appropriate forms and supporting evidence to insurance companies, managing appointment and staffing schedules.

[View Competencies](#)

[View Related Instruction](#)

3. **Assist medical professional and patients during examinations and procedures.**

Medical examinations and procedures, including out-patient surgeries and medical specializations.

[View Competencies](#)

[View Related Instruction](#)

4. **Carry out basic medical procedures**

Take vital signs, administer medications, give injections, perform sutures, dress wounds

Competency-Based Standards

Job Functions

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[View Competencies](#)

Competencies:

- ▼ Schedule appointments
- ▼ Greet and log in patients at office or clinic,
- ▼ Determine and record medical history and reason for current appointment/visit/procedure
- ▼ Provide patient instructions, information and education
- ▼ Phones, faxes or uses electronic system to order or refill prescriptions

[View Related Instruction](#)

2. **Manage "front end" of medical office.**

Maintaining and filing medical records, completing patient billing, submitting appropriate forms and supporting evidence to insurance companies, managing appointment and staffing schedules.

[View Competencies](#)

[View Related Instruction](#)

Job Functions

1. Communicate with others to collect, share, record and report information properly.

Level: Basic

[View Competencies](#)

Competencies:

▼ Schedule appointments - Optional

Performance Standards:

- Individual answers phone or responds to email promptly
- Determines urgency of appointment based on office protocols
- Determines whether scope of practice is appropriate for patient (ie. Is a referral from a general practitioner needed)
- Schedules the patient following office policies and procedures regarding appointment time and duration based on the nature of the visit
- Provides patient with clear instructions regarding appointment date and time, office location and preparation required for medical appointment or procedure.
- Provides accurate information about insurance plans accepted by care provider
- Correctly phones/faxes in approved prescription refills
- Multi-tasks calmly while remembering the identity and needs of callers on each phone line, politely asking callers to hold when necessary, switching attention between callers and in-office patients

▼ Greet and log in patients at office or clinic. - Core

▼ Determine and record medical history and reason for current appointment/visit/procedure - Core

▼ Provide patient instructions, information and education - Core

▼ Phones, faxes or uses electronic system to order or refill prescriptions - Core

Competency-Based Standards

Job Functions

1. Communicate with others to collect, share, record and report information properly.

Communication via in-person interactions, phone calls, electronic mail, by written letter in order to understand and respond to the needs of others and share critical information. Schedule medical appointments, provide medical referrals, provide information about preparation for medical tests or procedures, refill prescriptions when authorized by care provider, refer to relevant medical specialist. Collect information by speaking directly to patient or patient's legal representative/guardian and by contacting other medical offices or diagnostic facilities to access relevant patient records, when appropriate.

[View Competencies](#)

[View Related Instruction](#)

Skills:	Knowledge:	Tools & Technology:
<ul style="list-style-type: none">• Scheduling• Speaks clearly• Listens actively	<ul style="list-style-type: none">• Basic understanding of medical symptoms and diagnoses• Medical terminology, anatomical terms, abbreviations and acronyms• Names of pharmaceuticals and terminology used to communicate dosage and strength of medications• Routine treatment regimes, diagnostic tests, medical procedures• HIPAA rules and regulations regarding patient privacy• Rules for working with minors - authorization of care, patient privacy, etc.	<ul style="list-style-type: none">• Telephone systems (including computer based systems), electronic mail, scheduling software• Electronic medical records

THANK YOU!!!!

<http://innovativeapprenticeship.org/us-apprenticeships>

For more information, please contact:

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