Competency Based Apprenticeships
The Role of National Occupational Frameworks in Expanding Registered Apprenticeship

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Competency Based Programs

Competencies vs Skills

- You must have skills in order to be competent;
- You are not necessarily competent just because you have skills;
- Competencies are about applying the appropriate knowledge, skills, judgement and attitudes toward accomplishing a job task;
- Competencies ensure work readiness!

Benefits of Competency-based Programs

- Acknowledges what one already knows and can do;
- Pace aligns with an individual learner (still requires 144 hrs RTI and at least 2000 hrs OJT);
- Focus is on filling gaps rather than repeating what is already known;
- Makes it easier to justify college credit for work experience.
A Paradigm Shift – Linear Instruction

TEACHING/LEARNING

- Medical Terminology
- Communications
- Healthcare Law
- Ethics

COMPETENCIES

Take Medical History
A Paradigm Shift – Applied Learning

TEACHING/LEARNING

Take medical history

Healthcare Law

Medical Terminology

Anatomy & Physiology

Medical Terminology

Measuring Vital Signs

HIPAA requirements

Basic Pharmacology

Skills

Interviewing clients

Researching program requirements

Explaining program requirements

Determining client’s ability to comprehend

Assisting with applications and forms

Assisting with appointment scheduling

Creating teaching materials

Tools & Technologies

Internet

Telephone

Email

Fax

COMPETENCIES

medical terminology

Communications

Ethics
# Topic List vs Learning Objectives vs Competencies

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<thead>
<tr>
<th>Topic List</th>
<th>Learning Objectives</th>
<th>Competencies</th>
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<tbody>
<tr>
<td>Anatomy and Physiology</td>
<td>• list anatomical terms&lt;br&gt;• describe key body systems&lt;br&gt;• explain physiological processes for maintaining homeostasis.</td>
<td>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.</td>
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<td>Microbiology</td>
<td>• understand potential sources of contamination&lt;br&gt;• demonstrate sterile technique&lt;br&gt;• explain the microbial theory of disease</td>
<td>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.</td>
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National Occupational Frameworks (NOF)

**Urban Institute** is serving as DOL’s contractor for developing and vetting consensus-based, national occupational frameworks

- Create competency-based programs (historically, apprenticeships have been time based)
- Improve quality and consistency of apprenticeships in a given occupation and across occupations
- Increase confidence in apprenticeship training
- Facilitate registered apprenticeship approval
- Reduce barriers to entry – OJT, RI, program design
- Facilitate recognition of newly apprenticeable occupations
- Populate pull-down menus in Standards Builder

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New Methodology – Consensus Driven

Consensus-Driven National Occupational Frameworks

Contract Intermediaries Identify at least 9 employers to participate in framework development and/or vetting

Urban Institute conducts Meta-Analysis/Functional Analysis

Urban Institute creates framework and vets with Contract Intermediary and employers

Numerous companies, SMEs, trade associations, labor organizations, etc. participate in development and vetting

OA Staff Review

- AIIA Website
- Standards Builder

Each Company/Sponsor Customizes Program using the Occupational Framework as a guide

DOL

LEADERS/SEAS

OA Staff Review
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
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

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

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:
(Add specific examples of CQ)
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.

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.

3. Assist medical professional and patients during examinations and procedures.
   Medical examinations and procedures, including out-patient surgeries and medical specializations.

4. Carry out basic medical procedures
   Take vital signs, administer medications, give injections, remove sutures, dress wounds.
Competency-Based Standards

Job Functions

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

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 (i.e., is 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.

Skills:
- Scheduling
- Speaks clearly
- Listens actively

Knowledge:
- 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.

Tools & Technology:
- Telephone systems (including computer based systems), electronic mail, scheduling software
- Electronic medical records
Medical Assistant

Additional Info

**Certifications or Licensures:**
- Certified Medical Assistant (Certification)
- Registered Medical Assistant (Certification)
- Certified Clinical Medical Assistant (Certification)
- Certified Medical Office Assistant (Certification)

**Accrediting Organizations:**

**Trade Associations and Labor Organizations:**

**Regulatory Agencies:**
- State Boards of Nursing / National Council of State Boards of Nursing
THANK YOU!!!!

http://innovativeapprenticeship.org/us-apprenticeships

For more information, please contact:

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