

Division of Apprenticeship Standards (DAS)

Apprenticeship Program Summary Sheet

To: Adele Burnes, Chief
From: Joseph Gallardo
CC: DAS, Program Planning & Review Unit
Date: November 18, 2025

Program Name: Care Service Workforce Apprenticeship Program
Industry: Healthcare
DAS File No.: 101309
Grant Awardee: No Yes CAI-2023

Action(s):

- Proposed new apprentice program
- Existing apprenticeship program adding new occupations
- Existing apprenticeship program expanding area of operations
- Existing apprenticeship program changing work processes on approved occupations

Labor Organization(s) Representing Apprentices:

None

Request for Approval under Labor Code 3075:

Care Service Workforce Apprenticeship Program is not intended to train in the building and construction trades and is not eligible to dispatch apprentices to projects with public works, prevailing wage or skilled and trained workforce requirements within the meaning of Labor Code sections 1720 and 3075 and will not train or dispatch apprentices in the building and construction trades or firefighters occupations.

Comments:

Serving underserved and diverse populations through accessible career pathways in healthcare and technology, focusing on workforce equity and employer engagement.

Care Service Workforce Apprenticeship Program will oversee the apprenticeship program herein and seeks approval from the Department of Industrial Relations, Division of Apprenticeship Standards for the following:

Proposed Occupation, Wage Rate & O*Net Code:

- Medical Records Specialists O*Net: 29-2072.00
 - Professional Worker Wage: \$26.62 per hour
 - Proposed Apprentice Wage: \$25.02 per hour
 - Proposed No. of Apprentices: 6
- Help Desk Technician O*Net: 15-1232.00
 - Professional Worker Wage: \$37.20 per hour
 - Proposed Apprentice Wage: \$25.29 per hour
 - Proposed No. of Apprentices: 5
- Medical Assistant O*Net: 31-9092.00
 - Professional Worker Wage: \$29.37 per hour
 - Proposed Apprentice Wage: \$25.26 per hour
 - Proposed No. of Apprentices: 8
- Certified Nursing Assistant O*Net: 31-1131.00
 - Professional Worker Wage: \$29.48 per hour
 - Proposed Apprentice Wage: \$25.09 per hour
 - Proposed No. of Apprentices: 10
- Dental Assistant O*Net: 31-9091.00
 - Professional Worker Wage: \$29.37 per hour
 - Proposed Apprentice Wage: \$25.26 per hour
 - Proposed No. of Apprentices: 5
- Behavioral Health Technician O*Net: 29-2053.00
 - Professional Worker Wage: \$38.72 per hour
 - Proposed Apprentice Wage: \$25.17 per hour
 - Proposed No. of Apprentices: 10
- Pharmacy Technician O*Net: 29-2052.00
 - Professional Worker Wage: \$31.34 per hour
 - Proposed Apprentice Wage: \$25.07 per hour
 - Proposed No. of Apprentices: 8
- Phlebotomist O*Net: 31-9097.00
 - Professional Worker Wage: \$28.90 per hour
 - Proposed Apprentice Wage: \$25.14 per hour
 - Proposed No. of Apprentices: 8

- Script Supervisor O*Net: 43-6014.00
 - Professional Worker Wage: \$30.32 per hour
 - Proposed Apprentice Wage: \$25.17 per hour
 - Proposed No. of Apprentices: 4

Proposed Employers:

- Care Service Workforce Apprenticeship Program 6125 Imperial Ave San Diego, CA 92114
 - Occupation(s): Scripts Supervisor
- Acute Response 2131 Palomar Airport Rd Suite 200, Carlsbad, CA 92011
 - Occupation(s): Medical Records Specialists, Help Desk Technician, Medical Assistant, Certified Nursing Assistant, Dental Assistant, Behavioral Health Technician, Pharmacy Technician, Phlebotomist, and Script Supervisor

Care Service Workforce Apprenticeship Program Standards

Table of Contents

Program Standards.....	1-6
List of Committee Members.....	Attachment A
Training Schedule and Working Conditions	
Medical Records Specialists.....	Attachment B-1
Help Desk Technician	Attachment B-2
Medical Assistant	Attachment B-3
Certified Nursing Assistant	Attachment B-4
Dental Assistant	Attachment B-5
Behavioral Health Technician.....	Attachment B-6
Pharmacy Technician	Attachment B-7
Phlebotomist	Attachment B-8
Script Supervisor	Attachment B-9
Local Education Agency Letter(s).....	Attachment C
Sample Employer Agreement	Attachment D

Article I Purpose and Policy

The parties hereto declare it to be their purpose and policy to establish an organized, planned system of apprenticeship, conducted as an education-sponsored, employer-based undertaking.

These standards have, therefore, been adopted and agreed upon under the Shelley-Maloney Apprentice Labor Standards Act of 1939, as amended, to govern the employment and training of apprentices in the trade, craft or occupation defined herein, to become effective upon their approval.

Article II Craft, Trade or Occupation, Related and Supplemental Instruction, Term of Apprenticeship, Ratio, Wage Schedule and Work Training

Occupation	O*Net Code	Attachment
Medical Records Specialists	29-2072.00	B-1
Help Desk Technician	15-1232.00	B-2
Medical Assistant	31-9092.00	B-3
Certified Nursing Assistant	31-1131.00	B-4
Dental Assistant	31-9091.00	B-5
Behavioral Health Technician	29-2053.00	B-6
Pharmacy Technician	29-2052.00	B-7
Phlebotomist	31-9097.00	B-8
Script Supervisor	43-6014.00	B-9

Article III Organization

For each employer participating in this program, an “Employer Agreement” (See Attachment D) will be provided to specify the information particular to that employer as noted herein, including the option to waive or offer participation on the committee, employer committee members will be selected as outlined in the rules & regulations.

Article IV Jurisdiction

These standards shall apply to the employer and employee organizations signatory hereto; their members, to other employers who subscribe hereto or who are party to a collective bargaining agreement with an employee organization(s) signatory hereto, and to all apprentice agreements hereunder.

Area Covered by Standards: San Diego County, Imperial County

Article V Functions

The functions of the apprenticeship committee shall be to:

- 1) develop an efficient program of apprenticeship through systematic on-the-job training with related and supplemental instruction and periodic evaluation of each apprentice;
- 2) serve in an advisory capacity with employers and employees in matters pertaining to these standards;
- 3) ensure the program's ability, including financial ability, and commitment to meet and carry out its responsibilities under federal and state law and regulations applicable to the apprenticeable occupation and for the welfare of the apprentice;
- 4) aid in the adjustment of apprenticeship disputes;
- 5) develop fair and impartial selection procedures and an affirmative action plan in accordance with existing laws and regulations and apply them uniformly in the selection of applicants for apprenticeship.

Article VI Responsibilities

The responsibilities of the apprenticeship committee shall be to:

- 1) supervise the administration and enforcement of these standards;
- 2) adopt such rules and regulations as are necessary to govern the program provided that the rules and regulations do not conflict with these standards;
- 3) conduct orientations, workshops or other educational sessions for employers to explain the apprenticeship program's standards and the operation of the apprenticeship program;
- 4) pass upon the qualification of employers and, when appropriate, to suspend or withdraw approval;
- 5) conduct on-going evaluation of the interest and capacity of employers to participate in the apprenticeship program and to train apprentices on the job;
- 6) make periodic evaluations of each apprentice's on-the-job training and related and supplemental instruction;
- 7) ensure safe work site facilities, skilled workers as trainers at the work site, and safe equipment sufficient to train apprentices;
- 8) determine the qualifications of apprentice applicants and ensure fair and impartial treatment of applicants for apprenticeship selected through uniform selection procedures;
- 9) file a signed copy, written or electronic, of each apprentice agreement with the Division of Apprenticeship Standards, within 30 days of execution, with copies to all parties to the agreement;
- 10) establish and utilize a procedure to record and maintain all records of the apprentice's worksite job progress and progress in related and supplemental instruction;

- 11) establish and utilize a system for the periodic review and evaluation of the apprentice's progress in job performance and related instruction;
- 12) discipline apprentices, up to and including termination, for failure to fulfill their obligations on-the-job or in related instruction, including provisions for fair hearings;
- 13) annually prepare and submit a Self-Assessment Review as well as a Program Improvement Plan to the Chief of the Division of Apprenticeship Standards;
- 14) ensure training and supervision, both on the job and in related instruction, in first aid, safe working practices and the recognition of occupational health and safety hazards;
- 15) ensure training in the recognition of illegal discrimination and sexual harassment;
- 16) establish an adequate mechanism to be used for the rotation of the apprentice from work process to work process to ensure the apprentice of complete training in the apprenticeable occupation including mobility between employers when essential to provide exposure and training in various work processes in the apprenticeable occupation;
- 17) establish an adequate mechanism that will be used to provide apprentices with reasonably continuous employment in the event of a lay-off or the inability of one employer to provide training in all work processes as outlined in the standards;
- 18) comply with meaningful representation requirements for the interests of apprentices in the management of the program where apprentices are at least equally represented on an advisory panel established by the apprenticeship committee responsible for the operation of the program;
- 19) adopt changes to these standards, as necessary, subject to the approval of the parties hereto and the Chief of the Division of Apprenticeship Standards.

Article VII Definition of an Apprentice

An apprentice is a person at least 18 years of age, who has met the requirements for selection under the selection procedures of participating employer, who is engaged in learning a designated craft or trade and who has entered into a written apprentice agreement under the provisions of these standards.

Article VIII Duties of an Apprentice

Each apprentice shall satisfactorily perform all work and learning assignments both on the job and in related instruction and shall comply with the rules, regulations and decisions of the apprenticeship committee.

Article IX Apprenticeship Agreement

- 1) Each apprenticeship agreement shall conform to the State law governing apprenticeship agreements, and shall be signed by the employer, by the program sponsor, and by the apprentice and must be approved by the apprenticeship committee.
- 2) Each apprentice shall be furnished with a copy of or be given an opportunity to study these standards before registration. These standards shall be considered a part of the apprenticeship agreement as though expressly written therein.

Article X Termination and Transfer of Agreements

- 1) During the probationary period, an apprenticeship agreement shall be terminated by the apprenticeship committee at the request in writing of either party. After such probationary period, an apprenticeship agreement may be terminated by the Administrator by mutual agreement of all the parties thereto or cancelled by the Administrator for good and sufficient reason.
- 2) If an employer is unable to fulfill his/her obligations to train under any apprenticeship agreement or in the event of a layoff, the apprenticeship committee may, with the approval of the Administrator, transfer such agreement to any other employer if the apprentice consents, and such other employer agrees to assume the obligation of said apprenticeship agreement.

Article XI Lay-off

- 1) If for any reason a lay-off of an apprentice occurs, the apprenticeship agreement shall remain in effect unless cancelled by the Administrator. However, credit for related instruction shall be given when the apprentice continues such instruction during the lay-off.
- 2) There shall be no liability on the part of the employer, the program, or the committee for an injury sustained by an apprentice engaged in schoolwork at a time when the apprentice is unemployed.

Article XII Controversies

All controversies or differences concerning apprenticeship agreements that cannot be adjusted locally by the apprenticeship committee or otherwise shall be submitted to the Administrator for determination.

Article XIII Certificate of Completion

- 1) In addition to previous on-the-job training and related school instruction, which is of an approved nature, the Apprentice shall have completed not less than an additional six (6) months as an apprentice under the laws of the State of California and demonstrated mastery of the skills and knowledge of the prescribed program.
- 2) In recognition of unusual ability and progress, the apprenticeship committee may decrease the term of apprenticeship for an individual apprentice not more than twelve and one-half percent (12½%).
- 3) Upon evidence of satisfactory completion of apprenticeship, and upon the recommendation of the apprenticeship committee, each apprentice will be issued a Certificate of Completion by the authority of the Chief of the Division of Apprenticeship Standards and the Interagency Advisory Committee on Apprenticeship.

Article XIV Equal Opportunity in Apprenticeship

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation or veteran or military status.

Care Service Workforce Apprenticeship will ensure selection procedures meet objective standards and maintain a fair and equitable selection process for all applicants.

Article XV Written Applications

Applications for apprenticeship will be accepted at: <https://csw.services/>

Article XVI Records

All records will be maintained, in written or electronic form, for five (5) years and kept at:

Care Service Workforce Apprenticeship
6125 Imperial Ave.
San Diego, CA 92114

Article XVII Annual Compliance

Care Service Workforce Apprenticeship will submit an annual compliance report to the Division of Apprenticeship Standards as requested by the Division.

Care Service Workforce Apprenticeship agrees to accept electronic signatures for these Standards and all related Division of Apprenticeship Standards documents.

The foregoing standards are hereby agreed to and adopted by Care Service Workforce Apprenticeship on September 3, 2025 (Committee approval date).

Employer Organization

Care Service Workforce Apprenticeship
6125 Imperial Ave., San Diego, CA 92114

Wanda L Rogers, Founder

Date

The foregoing apprenticeship standards, being in conformity with the applicable California Labor Code, California Code of Regulations and Federal Regulations, are hereby approved

(DAS approval date)

Adele Burnes, Chief
Division of Apprenticeship Standards

Date

Attachment B-1

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Medical Records Specialists

O*Net Code: 29-2072.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 144 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 26.62 per hour effective 4/30/2024.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-20 Competencies	\$ 25.02 /hour
2nd period	21-35 Competencies	\$ 26.09 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight (8) hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six (6) days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for

the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Perform clerical work in medical settings.
2. Release information to persons or agencies according to regulations.
3. Retrieve patient medical records for physicians, technicians, or other medical personnel.
4. Scan patients' health records into electronic formats.
5. Transcribe medical reports.
6. Process healthcare paperwork.
7. Process and prepare business or government forms.
8. Process patient admission or discharge documents.
9. Scan patients' health records into electronic formats.
10. Code data or other information.
11. Identify, compile, abstract, and code
12. patient data, using standard classification systems.
13. Collect medical information from patients, family members, or other medical professionals.

14. Identify, compile, abstract, and code patient data, using standard classification systems.
15. Communicate with management or other staff to resolve problems.
16. Resolve or clarify codes or diagnoses with conflicting, missing, or unclear information by consulting with doctors or by participating in the coding teams' regular meetings.
17. Enter patient or treatment data into computers.
18. Enter data, such as demographic characteristics, history and extent of disease, diagnostic procedures, or treatment into computer.
19. Maintain medical facility records.
20. Maintain or operate a variety of health record indexes or storage and retrieval systems to collect, classify, store, or analyze information.
21. Maintain medical or professional knowledge.
22. Consult classification manuals to locate information about disease processes.
23. Protect the security and confidentiality of medical records in compliance with HIPAA and applicable regulations.
24. Protect the security of medical records to ensure that confidentiality is maintained.
25. Monitor medical facility activities to ensure adherence to standards or regulations.
26. Review records for completeness,
27. accuracy, and compliance with regulations.
28. Prepare official health documents or records.
29. Process and prepare business or government forms.
30. Process medical billing information.
31. Post medical insurance billings.
32. Record patient medical histories.
33. Compile and maintain patients' medical records to document condition and treatment and to provide data for research or cost control and care improvement efforts.
34. Schedule medical appointments for patients.
35. Schedule patient procedures or appointments.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 144 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Title

RSI Hours

Medical

144

• Body Systems & Terminology (Parts 1–3): Teaches terminology, anatomy, and physiology essential for coding and billing and provides foundational knowledge for healthcare careers.

- Body Systems & Terminology (Parts 1–3): Teaches terminology, anatomy, and physiology essential for coding and billing and provides foundational knowledge for healthcare careers.
- CPT (HCPCS) Coding: Introduces CPT procedural terminology, identifying codes, and the use and format of the CPT coding manual.
- ICD-10 CM/PCS Coding: Covers diagnostic coding for reimbursement purposes, including conversion of verbal diagnoses into numerical codes using the ICD manual.
- Advanced Coding: Focuses on medical chart analysis, HIM chart abstracting, Medicare compliance and reimbursement (PPS), and coding from professional and surgical reports.

Total Hours: **144**

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)

Attachment B-2

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Help Desk Technician

O*Net Code: 15-1232.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 160 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 37.20 per hour effective 4/30/2025.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-15 Competencies	\$ 25.29 /hour
2nd period	16-29 Competencies	\$ 29.76 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the

overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Provide technical support for software maintenance or use.
2. Answer user inquiries regarding computer software or hardware operations to resolve problems.
3. Monitor computer system performance to ensure proper operation.
4. Oversee the daily performance of computer systems.
5. Read documents to gather technical information.
6. Read technical manuals, confer with users, or conduct computer diagnostics to
7. investigate and resolve problems or to provide technical assistance and support.
8. Inspect equipment and read order sheets to prepare for delivery to users.
9. Collaborate with others to resolve information technology issues.
10. Read technical manuals, confer with users, or conduct computer diagnostics to
11. investigate and resolve problems or to provide technical assistance and support.

12. Resolve computer software problems.
13. Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
14. Install computer hardware.
15. Install and perform minor repairs to
16. hardware, software, or peripheral equipment, following design or installation specifications.
17. Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
18. Modify software programs to improve performance.
19. Modify and customize commercial programs for internal needs.
20. Test computer hardware performance.
21. Inspect equipment and read order sheets to prepare for delivery to users.
22. Document operational activities.
23. Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
24. Install computer software.
25. Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
26. Maintain computer hardware.
27. Evaluate utility of software or hardware technologies.
28. Provide recommendations to others about computer hardware.
29. Prepare evaluations of software or hardware and recommend improvements or upgrades.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 160 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Title	RSI Hours
IT Fundamentals & Computer Systems	40
Technical Support & Troubleshooting	40
Software Installation & Configuration	40
Help Desk Operations & Customer Support	40
Total Hours	160

Course Descriptions:

- IT Fundamentals & Computer Systems: Introduces computer hardware, operating systems, networking concepts, and information technology fundamentals.
- Technical Support & Troubleshooting: Provides instruction in diagnosing and resolving hardware, software, and user support issues in workplace environments.
- Software Installation & Configuration: Covers installation, configuration, maintenance, and updating of computer software and operating systems.
- Help Desk Operations & Customer Support: Focuses on customer service, ticketing systems, communication skills, documentation, and technical support procedures used in help desk environment

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)

Attachment B-3

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Medical Assistant

O*Net Code: 31-9092.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 4,000 on-the-job training (OJT) hours, 288 related and supplemental instruction (RSI) hours, and completed within approximately 24 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 6 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 29.37 per hour effective 4/30/2025.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-15 Competencies	\$ 25.26 /hour
2nd period	16-30 Competencies	\$ 26.43 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for

the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Interview patients to gather medical information.
2. Interview patients to obtain medical information and measure their vital signs, weight, and height.
3. Record vital statistics or other health information.
4. Record patients' medical history, vital statistics, or information such as test results in medical records.
5. Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.
6. Explain technical medical information to patients.
7. Explain treatment procedures, medications, diets, or physicians' instructions to patients.
8. Collect biological specimens from patients, including blood, tissue, and other laboratory specimens, log specimens accurately, and prepare them for testing.
9. Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.

10. Prepare patient treatment areas for use.
11. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.
12. Administer basic health care or medical treatments.
13. Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures.
14. Process medical billing information.
15. Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.
16. Keep financial records or perform other bookkeeping duties, such as handling
17. credit or collections or mailing monthly statements to patients.
18. Perform clerical work in medical settings.
19. Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.
20. Apply bandages, dressings, or splints.
21. Apply and change dressings, slings, stockings, or support bandages under the direction of a nurse or physician.
22. Schedule patient procedures or appointments.
23. Schedule appointments for patients.
24. Contact medical facilities or departments to schedule patients for tests or admission.
25. Inventory medical supplies or equipment.
26. Inventory and order medical, lab, or office supplies or equipment.
27. Operate medical equipment.
28. Operate x-ray, electrocardiogram (EKG), or other equipment to administer routine diagnostic tests.
29. Prepare medical instruments or equipment for use.
30. Set up medical laboratory equipment.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 144 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Number	Course Title	RSI Hours
HLTHOCC 52	Medical Office Procedures I	72
HLTHOCC 53	Medical Office Procedures II	72
HLTHOCC 61	Medical Insurance	72
ALD HTH 33	Medical Terminology	72
Total Hours:		288

Course Descriptions:

- HLTHOCC 52: Medical Office Procedures I

This course emphasizes the role of the Medical Assistant. It introduces front office administrative duties required in medical settings, including computer literacy, medical office protocols, communication techniques, and medical record-keeping workflows.

- HLTHOCC 53: Medical Office Procedures II

A continuation of administrative training focused on advanced office management applications, including electronic health record (EHR) systems, patient scheduling, professional healthcare communication, and specialized software utilized in clinical settings.

- HLTHOCC 61: Medical Insurance

Provides an overview of health insurance plans including Medicare, Medicaid, workers' compensation, and private carriers. Students learn insurance claim forms, diagnostic coding tracking, billing procedures, and patient account management.

- ALD HTH 33: Medical Terminology

Focuses on the language of medicine, including prefixes, suffixes, root words, pronunciation, anatomy, body systems, and clinical documentation terminology.

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)

Attachment B-4

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Certified Nursing Assistant

O*Net Code: 31-1131.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 144 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 29.48 per hour effective 4/30/2025.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

1st period	0-30 Competencies	\$ 25.09 /hour
2nd period	31-59 Competencies	\$ 26.53 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double

the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Position or hold patients in position for surgical preparation.
2. Turn or reposition bedridden patients.
3. Lift or assist others to lift patients to move them on or off beds, examination tables, surgical tables, or stretchers.
4. Feed patients or assist patients to eat or drink.
5. Proper meal tray preparation and delivery, and compliance with dietary and safety procedures.
6. Record vital statistics or other health information.
7. Document or otherwise report observations of patient behavior, complaints, or physical symptoms to nurses.
8. Measure and record food and liquid intake or urinary and fecal output, reporting changes to medical or nursing staff.
9. Record height or weight of patients.
10. Record vital signs, such as temperature, blood pressure, pulse, or respiration rate, as directed by medical or nursing staff.

11. Hold patients to ensure proper positioning or safety.
12. Position or hold patients in position for surgical preparation.
13. Assist patients with daily activities.
14. Provide physical support to assist patients to perform daily living activities, such as getting out of bed, bathing, dressing, using the toilet, standing, walking, or exercising.
15. Remind patients to take medications or nutritional supplements.
16. Undress, wash, and dress patients who are unable to do so for themselves.
17. Wash, groom, shave, or drape patients to prepare them for surgery, treatment, or examination.
18. Monitor patients to detect health problems.
19. Document or otherwise report observations of patient behavior, complaints, or physical symptoms to nurses.
20. Analyze patient data to determine patient needs or treatment goals.
21. Review patients' dietary restrictions, food allergies, and preferences to ensure patient receives appropriate diet.
22. Assess physical conditions of patients to aid in diagnosis or treatment.
23. Observe or examine patients to detect symptoms that may require medical attention, such as bruises, open wounds, or blood in urine.
24. Dispose of biomedical waste in accordance with standards.
25. Supply, collect, or empty bedpans.
26. Interview patients to gather medical information.
27. Communicate with patients to ascertain feelings or need for assistance or social and emotional support.
28. Prepare medical instruments or equipment for use.
29. Set up treating or testing equipment, such as oxygen tents, portable radiograph (x-ray) equipment, or overhead irrigation bottles, as directed by a physician or nurse.
30. Collect medical information from patients, family members, or other medical professionals.
31. Gather information from caregivers, nurses, or physicians about patient condition, treatment plans, or appropriate activities.
32. Clean patient rooms or patient treatment rooms.
33. Change bed linens or make beds.
34. Clean and sanitize patient rooms, bathrooms, examination rooms, or other patient areas.
35. Administer therapy treatments to patients using hands or physical treatment aids.
36. Exercise patients who are comatose, paralyzed, or have restricted mobility.
37. Stock medical or patient care supplies.
38. Restock patient rooms with personal hygiene items, such as towels, washcloths, soap, or toilet paper.
39. Stock or issue medical supplies, such as dressing packs or treatment trays.
40. Assist practitioners to perform medical procedures.
41. Assist nurses or physicians in the operation of medical equipment or provision of patient care.

42. Operate medical equipment.
43. Assist nurses or physicians in the operation of medical equipment or provision of patient care.
44. Administer basic health care or medical treatments.
45. Administer medications or treatments, such as catheterizations, suppositories, irrigations, enemas, massages, or douches, as directed by a physician or nurse.
46. Give medications or immunizations.
47. Administer medications or treatments, such as catheterizations, suppositories, irrigations, enemas, massages, or douches, as directed by a physician or nurse.
48. Apply bandages, dressings, or splints.
49. Apply clean dressings, slings, stockings, or support bandages, under direction of nurse or physician.
50. Safe patient transport techniques, and compliance with patient safety procedures.
51. Transport patients to treatment units, testing units, operating rooms, or other areas, using wheelchairs, stretchers, or moveable beds.
52. Collect biological specimens from patients.
53. Collect specimens, such as urine, feces, or sputum.
54. Explain technical medical information to patients.
55. Explain medical instructions to patients or family members.
56. Transport biological or other medical materials.
57. Transport specimens, laboratory items, or pharmacy items, ensuring proper documentation and delivery to authorized personnel.
58. Provide basic information to guests, visitors, or clients.
59. Provide information, such as directions, visiting hours, or patient status information to visitors or callers.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 144 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Number	Course Title	RSI Hours
NURS-160	Certified Nursing Assistant	48

Certified Nursing Assistant

Provides instruction in basic nursing skills, patient care procedures, infection control, safety practices, communication skills, vital signs, personal care assistance, and clinical competencies required for entry-level nursing assistants in healthcare settings

NURS-64 Home Health Aid 48

Home Health Aid

Introduces the knowledge and skills necessary to provide supportive care to patients in home and community-based settings, including personal care, nutrition, safety, infection control, and assistance with activities of daily living.

NURSE-15 Body Systems Survey for Health Professions 48

Body Systems Survey for Health Professions

Provides an overview of human anatomy and physiology with emphasis on body systems, medical terminology, and foundational concepts necessary for healthcare professions and patient care environments.

Total Hours: 144

Certification Requirements

For occupations that require state certification (e.g., Certified Nursing Assistant, Home Health Aide):

Certifying Body: California Department of Public Health (CDPH)

Certification Test Requirement: Apprentices will be required to take and pass the state-approved competency evaluation exam upon completion of RSI and OJT requirements.

Test Administration: Certification exams will be administered by CDPH-approved testing vendors at authorized testing sites.

RSI Alignment: The RSI course sequence meets the training requirements established by CDPH for CNA and HHA certification in California.

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)

Attachment B-5

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Dental Assistant

O*Net Code: 31-9091.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 160 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 29.37 per hour effective 4/30/2025.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-18 Competencies	\$ 25.26 /hour
2nd period	19-36 Competencies	\$ 26.43 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the

overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Prepare patient, sterilize or disinfect instruments, set up instrument trays, prepare materials, or assist dentist during dental procedures.
2. Assist dentist in management of medical or dental emergencies.
3. Clean medical equipment.
4. Prepare patient, sterilize or disinfect instruments, set up instrument trays, prepare materials, or assist dentist during dental procedures.
5. Clean and polish removable appliances.
6. Prepare medical instruments or equipment for use.
7. Prepare patient, sterilize or disinfect instruments, set up instrument trays, prepare materials, or assist dentist during dental procedures.

8. Accurate maintenance of patient records, and compliance with confidentiality and facility procedures.
9. Record treatment information in patient records.
10. Schedule appointments, prepare bills and receive payment for dental services, complete insurance forms, and maintain records, manually or using computer.
11. Explain technical medical information to patients.
12. Provide postoperative instructions prescribed by dentist.
13. Inventory medical supplies or equipment.
14. Order and monitor dental supplies and equipment inventory.
15. Operate medical equipment.
16. Expose dental diagnostic x-rays.
17. Teach medical procedures or medical equipment use to patients.
18. Instruct patients in oral hygiene and plaque control programs.
19. Interview patients to gather medical information.
20. Take and record medical and dental histories and vital signs of patients.
21. Record vital statistics or other health information.
22. Take and record medical and dental histories and vital signs of patients.
23. Administer basic health care or medical treatments.
24. Clean teeth, using dental instruments.
25. Apply protective coating of fluoride to teeth.
26. Process medical billing information.
27. Schedule appointments, prepare bills, receive payments, complete insurance forms, and maintain records, manually or using computer.
28. Schedule patient procedures or appointments.
29. Schedule appointments, prepare bills and receive payment for dental services, complete insurance forms, and maintain records, manually or using computer.
30. Make patient-assistive devices or device models.
31. Fabricate and fit orthodontic appliances and materials for patients, such as retainers, wires, or bands.
32. Pour, trim, and polish study casts.
33. Make preliminary impressions for study casts and occlusal registrations for mounting study casts.
34. Fabricate temporary restorations or custom impressions from preliminary impressions.
35. Fit patients for assistive devices.
36. Fabricate and fit orthodontic appliances and materials for patients, such as retainers, wires, or bands.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 160 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Number	Course Title	RSI Hours
DENA-50	Dental Communications	32
Dental Communications		
Introduces communication techniques and professional interactions used in dental healthcare settings, including patient communication, office procedures, appointment coordination, and dental terminology.		
DENA-117	Dental Materials	32
Dental Materials		
Provides instruction in the properties, handling, preparation, and application of dental materials commonly used in preventive and restorative dental procedures.		
DENA-117L	Dental Materials Lab	64
Dental Materials Lab		
Offers hands-on laboratory training in the manipulation, preparation, and use of dental materials and instruments utilized in clinical dental settings.		
DENA-129	Dental Radiology 1	32
Dental Radiology I		
Introduces principles of dental radiology, radiation safety, x-ray procedures, image processing, and proper techniques for obtaining diagnostic dental radiographs.		
Total Hours:		160

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)

Attachment B-6

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Behavioral Health Technician

O*Net Code: 29-2053.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 155 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 38.72 per hour effective 4/30/2025.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-26 Competencies	\$ 25.17 /hour
2nd period	27-53 Competencies	\$ 30.98 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the

overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

I. WORKING WITH OTHERS

A. Communicates Effectively

1. Engages in active and reflective listening
2. Speaks clearly and slowly enough to be understood
3. Uses non-judgmental words and behaviors
4. Communicates directly with the client's family & significant others (with client consent)
5. Uses "person centered/person first" language
6. Uses technical language correctly, including clinical terminology

B. Builds Positive Relationships

1. Demonstrates warmth, empathy, and genuineness
2. Shows respect and concern for others through words and actions
3. Focuses on and respects the concerns and preferences of the client and family
4. Provides support and encouragement to clients
5. Collaborates with providers and clients to complete tasks and solve problems
6. Maintains appropriate boundaries in all relationships

II. PROVIDING SERVICES

A. Manages Crises

1. Recognizes behavioral health crises and early warning signs of crises
2. Assists in deescalating problems in their early phase
3. Reports crises and seeks assistance from a supervisor or licensed behavioral health professional
4. Seeks assistance, as needed, from providers, other first responders, or community members
5. Assists in implementing the response to an individual, family, and community crises
6. Assists with notifications and investigations of reportable events (e.g., abuse, domestic violence, assaults, neglect, deaths)
7. Provides support to those effected by the crisis and assist them in accessing supportive services
8. Participates in debriefing meetings to discuss the crisis and the response

III. CULTURAL COMPETENCY & INDIVIDUALIZING CARE

A. Delivers Culturally Relevant Services

1. Assesses and manages one's own personal biases.
2. Demonstrates awareness of and sensitivity to the client's degree of involvement in their traditions, values, and community
3. Applies knowledge of gender, sexual orientation, life span development, financial status, religion, disability, and intergenerational differences in delivering services
4. Promotes empowerment as a goal by fostering client and family decision-making, problem-solving, and self-determination.

IV. PROFESSIONAL & ETHICAL PRACTICE

A. Fulfills Responsibilities and Commitments

1. Minimizes absences, arrives on time, and completes a full work day

2. Completes assigned duties in a timely way and follows through on instructions received, reasonable requests, and promises made
3. Acts professional in interactions with the client, family, community and other professionals
4. Works within the limits of assigned duties and role
5. Recognizes personal limits of knowledge and skills
6. Seeks additional supervision or consultation when uncertain about what to do or concerned about the performance of others

B. Practices Ethically

7. Complies with the BHA Code of Ethics
8. Complies with laws, regulations, and agency policies
9. Manages effectively personal and professional boundaries with clients, families, and the community
10. Models appropriate personal and professional behavior
11. Respects client and family rights

C. Obtains Client Consent

12. Provides information and obtains informed consent
13. Complies with special rules and procedures related to consent for: involuntary commitment; mandated reporting; minors; or individuals unable to consent, under guardianship, or subject to a court order

D. Maintains Confidentiality and Privacy

14. Complies with laws, regulations, and agency policies regarding confidentiality and privacy (e.g., HIPAA, Federal Privacy Act, 42 C.F.R, Part 2)
15. Complies with the procedures regarding disclosure of confidential information (e.g., mandated reporting, duty to warn, client authorized releases of information)
16. Maintains the physical security of confidential information (electronic and hard copy)
17. Educates clients and families about confidentiality, privacy, and their limits
18. Assists clients with decisions and process to release confidential information
19. Maintains the confidences and privacy of clients and families, even when not required by law, regulation or policy
20. Protects client and family anonymity when providing information for statistical information and research
21. Assists in ensuring that other individuals providing services comply with the laws, regulations, and policy on confidentiality and privacy

E. Manages Stress and Maintains Personal Health

- 22. Recognizes signs of personal stress
- 23. Uses self-care strategies to manage stress, maintain health, and prevent burnout

PROFESSIONAL DEVELOPMENT

A. Seeks Opportunities to Improve Knowledge, Skills and Abilities

- 1. Sets personal goals for professional development
- 2. Participates in employer sponsored training and other continuing education activities
- 3. Adopts best practices learned through continuing education

B. Uses Supervision Effectively

- 4. Participates routinely and constructively in supervision
- 5. Uses supervision, peer consultation, and self-evaluation to enhance self-awareness and improve professional performance
- 6. Uses formal evaluations to improve professional performance and the quality of services provided

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 155 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Name	Approx. Hours
Supporting Individuals with Intellectual Disabilities and Mental Illness	3 hrs.
Mental Health Studies - Suicide, Violent Behavior and Substance Abuse	3 hrs.
Fundamentals of Domestic Violence and Abuse	5 hrs.
Introduction to Attention-deficit/ hyperactivity disorder Awareness	5 hrs.
Operating as a Mental Health Support Worker	4 hrs.
Practical Dementia Management: Strategies and Support	4 hrs.
Breaking Chains: Overcoming Alcohol Use Disorder - Causes & Recovery	4 hrs.
Fundamentals of Trauma Processing	3 hrs.
Mental Health Studies - Understanding Behavior, Burnout and Depression	3 hrs.
Signs of Substance Abuse and What to Do	4 hrs.
Mental Healthcare in Children and Young Adults	6 hrs.

Suicide Prevention - Diagnosis and Treatment	4 hrs.
Understanding Mental Health	3 hrs.
The Psychology of Unconscious Bias	3 hrs.
Anxiety Management	3 hrs.
Stress Management - Techniques for Coping with Stress	4 hrs.
Basics of Clinical Psychology	4 hrs.
Veterans Health Care and Administration	4 hrs.
Personality Theory: Understanding Dark Personalities	4 hrs.
Introduction to Emotional Intelligence	3 hrs.
Managing Social Media Addiction	3 hrs.
Understanding Antisocial Personality Disorder: Insights and Strategies	4 hrs.
Telepsychiatry: Principles and Practices	4 hrs.
Treating Anorexia Nervosa: Strategies for Recovery and Well-Being	3 hrs.
Introduction to Bulimia Nervosa: Providing Support and Empathy	5 hrs.
Diploma in Health and Social Care	15 hrs.
Diploma in Community Psychology	15 hrs.
Advanced Diploma in Cognitive Behavioral Therapy	15 hrs.
Diploma in Addictions, Substance Abuse and Mental Health Treatment	15 hrs.
Total Minimum Hours	155 hrs.

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)

Attachment B-7

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Pharmacy Technician

O*Net Code: 29-2052.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 162 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 31.34 per hour effective 4/30/2025.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-31 Competencies	\$ 25.07 /hour
2nd period	32-63 Competencies	\$ 30.88 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the

overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Answer telephones to direct calls or provide information.
2. Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
3. Discuss account status or activity with customers or patrons.
4. Greet customers, patrons, visitors, or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
5. Refer customers to appropriate personnel.
6. Execute sales or other financial transactions.
7. Perform payroll functions, such as maintaining timekeeping information and processing and submitting payroll.
8. Prepare and mail checks.
9. Enter information into databases or software programs.

10. Create, maintain, and enter information into databases.
11. Operate computers or computerized equipment.
12. Use computers for various applications, such as database management or word processing.
13. Collect deposits, payments or fees.
14. Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
15. Make copies of correspondence or other printed material.
16. Report maintenance or equipment problems to appropriate personnel.
17. Record personnel information.
18. Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
19. Select resources needed to accomplish tasks.
20. Operate communications equipment or systems.
21. Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.
22. Schedule appointments.
23. Compile data or documentation.
24. Collect and deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections and disbursements, and ensure accounts are balanced.
25. Maintain scheduling and event calendars.
26. Schedule and confirm appointments for clients, customers, or supervisors.
27. Distribute materials to employees or customers.
28. Compose, type, and distribute meeting notes, routine correspondence, or reports, such as presentations or expense, statistical, or monthly reports.
29. Order and dispense supplies.
30. Issue documentation or identification to customers or employees.
31. Record information from meetings or other formal proceedings.
32. Prepare documentation for contracts, transactions, or regulatory compliance.
33. Complete forms in accordance with company procedures.
34. Order materials, supplies, or equipment.
35. Provide services to customers, such as order placement or account information.
36. Develop organizational policies or programs.
37. Establish work procedures or schedules and keep track of the daily work of clerical staff.
38. Prepare employee work schedules.
39. Send information, materials or documentation.
40. Mail newsletters, promotional material, or other information.
41. Make travel, accommodations, or entertainment arrangements for others.
42. Arrange conference, meeting, or travel reservations for office personnel.
43. Schedule operational activities.
44. Distribute incoming mail.

45. Open, read, route, and distribute incoming mail or other materials and answer routine letters.
46. Proofread documents, records, or other files to ensure accuracy.
47. Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
48. Route mail to correct destinations.
49. Search files, databases or reference materials to obtain needed information.
50. Conduct searches to find needed information, using such sources as the Internet.
51. Supervise clerical or administrative personnel.
52. Supervise other clerical staff and provide training and orientation to new staff.
53. Manage clerical or administrative activities.
54. Manage projects or contribute to committee or teamwork.
55. Coordinate operational activities.
56. Coordinate conferences, meetings, or special events, such as luncheons or graduation ceremonies.
57. Maintain current knowledge related to work activities.
58. Learn to operate new office technologies as they are developed and implemented.
59. Train personnel and assist staff with computer usage.
60. Prepare informational or reference materials.
61. Prepare conference or event materials, such as flyers or invitations.
62. Develop computer or online applications.
63. Develop or maintain internal or external company websites.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 162 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Number	Course Title	RSI Hours
ALD HTH 056	Communication	18

Communication (18 hours)

This course focuses on developing effective communication skills in healthcare settings, including verbal and written communication, patient interaction, professional conduct, and teamwork.

Attachment B-8

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Phlebotomist

O*Net Code: 31-9097.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 160 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 28.90 per hour effective 4/30/2025.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-16 Competencies	\$ 25.14 /hour
2nd period	17-32 Competencies	\$ 26.88 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all

hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Dispose of biomedical waste in accordance with standards.
2. Dispose of blood or other biohazard fluids or tissue, in accordance with applicable laws, standards, or policies.
3. Dispose of contaminated sharps, in accordance with applicable laws, standards, and policies.
4. Proper cleaning and sterilization of equipment, and compliance with infection control and safety procedures.
5. Organize or clean blood-drawing trays, ensuring that all instruments are sterile and all needles, syringes, or related items are of first-time use.
6. Prepare medical instruments or equipment for use.
7. Collect biological specimens from patients.
8. Collect fluid or tissue samples, using appropriate collection procedures.
9. Draw blood from arteries, using arterial collection techniques.

10. Draw blood from capillaries by dermal puncture, such as heel or finger stick methods.
11. Draw blood from veins by vacuum tube, syringe, or butterfly venipuncture methods.
12. Collect specimens at specific time intervals for tests, such as those assessing therapeutic drug levels.
13. Conduct diagnostic tests to determine patient health.
14. Conduct hemoglobin tests to ensure donor iron levels are normal.
15. Conduct standards tests, such as blood alcohol, blood culture, oral glucose tolerance, glucose screening, blood smears, or peak and trough drug levels tests.
16. Give medications or immunizations.
17. Administer subcutaneous or intramuscular injects, in accordance with licensing restrictions.
18. Perform saline flushes or dispense anticoagulant drugs, such as Heparin, through intravenous (IV) lines, in accordance with licensing restrictions and under the direction of a medical doctor.
19. Accurate record documentation, proper use of electronic health record systems, and compliance with confidentiality procedures.
20. Enter patient, specimen, insurance, or billing information into computer.
21. Monitor patients to detect health problems.
22. Monitor blood or plasma donors during and after procedures to ensure health, safety, and comfort.
23. Transport biological or other medical materials.
24. Transport specimens or fluid samples from collection sites to laboratories.
25. Maintain medical equipment or instruments.
26. Calibrate or maintain machines, such as those used for plasma collection.
27. Explain technical medical information to patients.
28. Explain fluid or tissue collection procedures to patients.
29. Teach medical procedures to healthcare personnel.
30. Train other medical personnel in phlebotomy or laboratory techniques.
31. Provide refreshments and monitor patient comfort following specimen collection procedures.
32. Serve refreshments to donors following collection procedures to support recovery and stabilization of blood sugar levels.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 160 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Title

RSI Hours

Phlebotomy

80

Provides instruction in venipuncture and capillary collection techniques, infection control, specimen handling, medical terminology, anatomy and physiology, patient identification procedures, safety standards, HIPAA compliance, and laboratory protocols used in healthcare environments.

Direct Phlebotomy Directed Clinical Practice 80

Provides supervised clinical training in specimen collection procedures, patient interaction, donor care, equipment preparation, infection prevention, documentation, specimen transportation, and adherence to healthcare safety and regulatory standards in clinical settings.

Total Hours:

160

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)

Attachment B-9

Training Schedule and Working Conditions

Care Service Workforce Apprenticeship

Occupation

Occupation: Script Supervisor

O*Net Code: 43-6014.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, 147 related and supplemental instruction (RSI) hours, and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage:

\$ 30.32 per hour effective 4/30/2024.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

1st period	0-32 Competencies	\$ 25.17 /hour
2nd period	33-64 Competencies	\$ 28.20 /hour

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the

overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs task properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency

Competency Check List

1. Answer telephones to direct calls or provide information.
2. Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
3. Discuss account status or activity with customers or patrons.
4. Greet customers, patrons, visitors, or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
5. Refer customers to appropriate personnel.
6. Execute sales or other financial transactions.
7. Perform payroll functions, such as maintaining timekeeping information and processing and submitting payroll.

8. Collect and deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections and disbursements, and ensure accounts are balanced.
9. Prepare and mail checks.
10. Enter information into databases or software programs.
11. Create, maintain, and enter information into databases.
12. Operate computers or computerized equipment.
13. Use computers for various applications, such as database management or word processing.
14. Collect deposits, payments or fees.
15. Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
16. Make copies of correspondence or other printed material.
17. Report maintenance or equipment problems to appropriate personnel.
18. Record personnel information.
19. Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
20. Select resources needed to accomplish tasks.
21. Operate communications equipment or systems.
22. Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.
23. Schedule appointments.
24. Maintain scheduling and event calendars.
25. Schedule and confirm appointments for clients, customers, or supervisors.
26. Distribute materials to employees or customers.
27. Compose, type, and distribute meeting notes, routine correspondence, or reports, such as presentations or expense, statistical, or monthly reports.
28. Order and dispense supplies.
29. Issue documentation or identification to customers or employees.
30. Record information from meetings or other formal proceedings.
31. Prepare documentation for contracts, transactions, or regulatory compliance.
32. Complete forms in accordance with company procedures.
33. Order materials, supplies, or equipment.
34. Provide services to customers, such as order placement or account information.
35. Develop organizational policies or programs.
36. Establish work procedures or schedules and keep track of the daily work of clerical staff.
37. Prepare employee work schedules.
38. Send information, materials or documentation.
39. Mail newsletters, promotional material, or other information.
40. Compile data or documentation
41. Make travel, accommodations, or entertainment arrangements for others.
42. Arrange conference, meeting, or travel reservations for office personnel.

43. Schedule operational activities.
44. Distribute incoming mail.
45. Open, read, route, and distribute incoming mail or other materials and answer routine letters.
46. Proofread documents, records, or other files to ensure accuracy.
47. Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
48. Route mail to correct destinations.
49. Search files, databases or reference materials to obtain needed information.
50. Conduct searches to find needed information, using such sources as the Internet.
51. Supervise clerical or administrative personnel.
52. Supervise other clerical staff and provide training and orientation to new staff.
53. Manage clerical or administrative activities.
54. Participation in team projects or committee activities, effective collaboration with staff, and successful completion of assigned tasks.
55. Coordinate operational activities.
56. Coordinate conferences, meetings, or special events, such as luncheons or graduation ceremonies.
57. Demonstrated application of updated procedures, participation in training activities, and compliance with current workplace standards.
58. Learn to operate new office technologies as they are developed and implemented.
59. Train personnel.
60. Train and assist staff with computer usage.
61. Prepare informational or reference materials.
62. Prepare conference or event materials, such as flyers or invitations.
63. Develop computer or online applications.
64. Develop or maintain internal or external company websites.

Article IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 147 hours per year. Related and supplemental instruction will be provided by Thinkific and sanctioned by West Los Angeles College.

Time spent in related and supplemental instruction may not be compensated.

Course Number	Course Title	RSI Hours
MAP 50	Intro Medical Administrative Careers	28

Intro Medical Administrative Careers

Introduces administrative careers in healthcare settings, including medical office procedures, communication skills, patient scheduling, record management, and professional standards used in medical administrative environments.

MAP 52	Medical Keyboarding & Doc Production	29
	Medical Keyboarding & Document Production	
	Provides instruction in keyboarding, medical document formatting, data entry, electronic recordkeeping, and preparation of healthcare correspondence and administrative documents.	
MAP 56	Introduction to Patient Advocacy	30
	Introduction to Patient Advocacy	
	Introduces patient advocacy principles, healthcare communication, patient rights, ethical responsibilities, and support services utilized within healthcare environments.	
MAP 62	Medical Coding	28
	Medical Coding	
	Provides foundational instruction in diagnostic and procedural coding systems, healthcare documentation, classification systems, and coding procedures used in medical office and healthcare settings.	
MAP 64	Medical Insurance & Billing	32
	Medical Insurance & Billing	
	Covers medical insurance processes, billing procedures, claim forms, reimbursement systems, patient accounts, and healthcare payment procedures used in medical administrative environments.	
Total Hours:		147

Article V Ratio

The ratio of apprentices to professional workers shall be:

Ratio #1: Each professional worker may supervise 1 apprentice(s)