

## Division of Apprenticeship Standards (DAS)

### Apprenticeship Program Summary Sheet

**To:** Adele Burnes, Chief  
**From:** Joseph Gallardo  
**CC:** Program Planning and Review  
**Date:** March 14, 2025

**Program Name:** Stepful Medical Assistant Apprenticeship  
**Industry:** Healthcare  
**DAS File No.:** 101323  
**Grant Awardee:** ☒ No ☐ Yes

#### Actions:

- ☒ 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 Organizations Representing Any of the Apprentices:

None

#### Request for Approval under Labor Code 3075:

Stepful Medical Assistant Apprenticeship 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:

Stepful is an online school that focuses on allied health programs. To date, Stepful has graduated 6,000 students and has 10,000 monthly active students across its three programs: medical assistant, pharmacy technician and surgical technologist. With an 80% graduation rate, 85% certification pass rate, 80% placement rate, and 80% student satisfaction rate, Stepful's outcomes are industry leading. Via an apprenticeship program, Stepful will partner with healthcare institutions to train healthcare workers with the skills necessary to succeed as a Clinical Medical Assistant.

Stepful Medical Assistant Apprenticeship 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 Assistant O\*Net: 31-9092.00  
Professional Worker Wage: \$21.67 per hour  
Proposed Apprentice Wage: \$21.42 per hour  
Proposed No. of Apprentices: 1

**Proposed Employers:**

- Providence Health System, 3345 Michelson Drive, Suite 100, Irvine, CA 92612

# **Stepful Medical Assistant Apprenticeship Program Standards**

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(332) 334-8285  
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**Article I Jurisdiction**

These standards shall apply to the employer signatory hereto and to all apprentice agreements hereunder.

Area Covered by Standards: All CA Counties

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

**Occupation:** Medical Assistant

**O\*Net Code:** 31-9092.00

**Attachment:** B

**Article IV Responsibilities of Program Sponsor**

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 and provide a copy of said rules and regulations to each apprentice;
- 3) make periodic evaluations of each apprentices on-the-job training and related and supplemental instruction;
- 4) provide reasonably continuous employment to all apprentices in its employ;
- 5) ensure safe work site facilities, skilled workers as trainers at the work site, and safe equipment sufficient to train apprentices;
- 6) determine the qualifications of apprentice applicants and ensure fair and impartial treatment of applicants for apprenticeship selected through uniform selection procedures;
- 7) 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;
- 8) 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;
- 9) establish and utilize a system for the periodic review and evaluation of the apprentice's progress in job performance and related instruction;
  - 10) 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;
  - 11) annually prepare and submit a Self-Assessment Review as well as a Program Improvement Plan to the Chief of the Division of Apprenticeship Standards;
  - 12) 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;
  - 13) ensure training in the recognition of illegal discrimination and sexual harassment;
  - 14) establish an adequate mechanism to be used for the rotation of the apprentice from work process to work process to assure the apprentice of complete training in the apprenticeable occupation;
  - 15) 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;
  - 16) ensure there is meaningful representation of the apprentice in the management of the program;
  - 17) adopt changes to these standards, as necessary, subject to the approval of the parties hereto and the Chief of the Division of Apprenticeship Standards.
  - 18) abide by any and all relevant California Labor Codes and California Code of Regulations regarding apprenticeship.

## **Article V      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 VI      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 VII      Apprentice Agreement**

- 1) Each apprentice agreement shall conform to the State law governing apprentice agreements, shall be signed by the program sponsor and by the apprentice and shall remain in effect during a lay-off unless cancelled.

- 2) Each apprentice shall be furnished a copy of or be given an opportunity to study these standards before registration. These standards shall be considered a part of the apprentice agreement as though expressly written therein.

### **Article VIII Termination**

- 1) During the probationary period, an apprentice agreement shall be terminated by the apprenticeship committee at the request in writing of either party. After such probationary period, an apprentice 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) Disciplinary proceedings for apprentices shall be duly noticed in writing to such individuals. The Division of Apprenticeship Standards shall attend all such proceedings.

### **Article IX Controversies**

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

### **Article X 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 program sponsor or 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 program sponsor, 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 XI Equal Opportunity in Apprenticeship**

Stepful Medical Assistant Apprenticeship will not discriminate against apprenticeship applicants or apprentices based on race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age for individuals over forty years of age, military or veteran status, or sexual orientation.

Stepful Medical Assistant Apprenticeship will take affirmative steps to provide equal opportunity in apprenticeship.

**Article XII Written Applications**

Applications will be accepted on a continual basis. Applicants can apply online at <https://providence.jobs/>. Applicants must be 18 or older and are subject to a background check and drug screening.

**Article XIII Records**

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

Stepful Medical Assistant Apprenticeship  
3400 Cottage Way, Suite G2, #14261  
Sacramento, California 95825

**Article XIV Annual Compliance**

Stepful Medical Assistant Apprenticeship will submit an annual compliance report to the Division of Apprenticeship Standards as requested by the Division.

Stepful Medical Assistant Apprenticeship agrees to accept electronic signatures for these Division of Apprenticeship Standards and all related Division of Apprenticeship Standards documents.

The foregoing standards are hereby agreed to and adopted by Stepful Medical Assistant Apprenticeship on January 28, 2025 (Committee approval date).

**Employer Organization**

Stepful Medical Assistant Apprenticeship  
19 Clifford Street, Detroit, MI 48226

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Carl Madi, CEO Stepful

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Date

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

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(DAS approval date)

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Adele Burnes, Chief

Division of Apprenticeship Standards

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Date



## **Attachment B**

### **Training Schedule and Working Conditions**

#### **Stepful Medical Assistant 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 competency based with 180 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 (1) year. The period of probation shall be three (3) months.

#### **Article II Wage Schedule**

##### **Professional Worker Wage:**

\$ 21.67 per hour effective 1/1/2025.

##### **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	0-6 months	\$ 21.42 / hour
2nd Period	Completion	\$ 21.67 / hour

**Hours of Work and Working Conditions and Overtime Provision:**

Eight (8) hours of labor constitutes a day's work. Employment beyond eight (8) 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 (8) hours, up to and including 12 hours in any workday, and for the first eight (8) hours worked on the seventh (7) 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 (8) on the seventh (7) 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:

**Work Processes**

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

**Proficient in Task:** Apprentice performs tasks properly and consistently.

**Completion Date:** Date apprentice completes final demonstration of competency.

**Detailed Work Activities:** Initial and Date each task as Competency Check List is completed.

Medical Assistant

**A. Manage General Office**

1. Track license & certificate of health care personnel
2. Coordinate Patient/office communication
3. Provide/coordinate office maintenance
4. Coordinate/process incoming/outgoing mail
5. Maintain account payable & receivables
6. Maintain & update procedure manuals
7. Inventory & order office equipment & supplies

8. Maintain & control medication inventory

**B. Coordinate & Schedule Appointments**

1. Coordinate physician's schedule
2. Triage patient phone calls for appointment scheduling
3. Schedule patient's appointments

**C. Administrative Intake of Patient**

1. Obtain referrals/authorizations for treatment
2. Coordinate insurance information
3. Collect Copayments/payments on account
4. Submit insurance claims
5. Provide billing statements to patient

**D. Maintain Health Information**

1. Provide for patient confidentiality by following HIPAA guidelines
2. Obtain and file consents
3. Document all patient information
4. Prepare patient medical record
5. File office and patient data
6. Transfer patient/client records

**E. Provide/Maintain Aseptic Environment**

1. Perform hand hygiene
2. Maintain aseptic exam room environment
3. Sterilize instruments
4. Don gloves or other PPE as appropriate
5. Dispose of hazardous waste while following universal precautions

**F. Prepare Patient for Examination**

1. Obtain patient's anthropometric weight
2. Obtain vital signs
3. Obtain health history
4. Set-up for exam and/or procedure
5. Position/drape patient as appropriate

**G. Assist/Implement Physician or Providers Orders**

1. Set-up assist with minor surgical procedures
2. Prepare and administer medication as ordered by provider
3. Perform allergy tests
4. Apply splints/support wraps
5. Provide patient counseling/education
6. Assistant with instructions for patient release

**H. Perform Clinical Procedures**

1. Remove wound/incision closures
2. Perform EKG's
3. Perform auditory screening

4. Perform pulmonary function studies
5. Obtain venous & capillary blood specimens
6. Measure visual acuity for near vision, distant vision, and color blindness
7. Perform ear lavage
8. Apply/change dressing
9. Administer spirometry and peak flow breath tests
10. Administer test for color blindness
11. Perform CLIA waived point of care testing in the physician's office laboratory.

#### **Article IV      Related Instruction**

Apprentices shall satisfactorily complete the prescribed courses of related and supplemental instruction, which will not be less than 180 hours per year. Related and supplemental instruction will be provided by San Joaquin County Office of Education.

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

<b>Courses (titles may vary)</b>	<b>Number of Hours</b>
Medical Assisting Fundamentals	30
Anatomy, Physiology & Pathology	30
Patient Care	24
The Physician's Office Laboratory	24
Pharmacology & Medication Administration	12
Phlebotomy & EKG	18
Medical Office Administration	18
NHA Exam Prep	24
<b>Total RSI Hours</b>	<b>180</b>

#### **Article V    Ratio**

The ratio of apprentices to professional workers shall be:

- 1) Ratio #1: Each professional worker may supervise four (4) apprentice(s)