

MEDICAL ASSISTANT REGISTERED APPRENTICESHIP PROGRAM FAQs

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Is MARAP right for me?

1. Who are the participating colleges?

- Grand Rapids Community College: <http://www.grcc.edu>
- Muskegon Community College: <http://www.muskegoncc.edu>

2. Who are the participating employers?

- Cherry Health: <http://www.cherryhealth.org>
- Mercy Health (Muskegon and Grand Rapids): <http://www.mercyhealth.com>
- Spectrum Health (current employees only): <http://www.spectrumhealth.org>
- Hackley Community Care (Muskegon only): <http://www.hackleycommunitycare.org>

3. How does the apprenticeship differ from a traditional school track of Medical Assistant?

The traditional Medical Assistant track typically requires you to attend full-time classes followed by job search once you apply and receive your MA certification. This Department of Labor Registered Apprenticeship Program (MARAP) combines part-time paid work experience and classroom learning.

As a participant in a USDOL Registered Apprenticeship program:

- you can immediately apply your classroom learning and new skills in a work setting.
- you will graduate with a Department of Labor (DOL) certification as well as your Medical Assistant (MA) certification.

4. I am currently employed. How can I complete the requirements for this program?

The MARAP program is a full-time commitment. You will be required to work part time (24 hours) for one of the participating employers and attend school part time (16 hours). Working additional hours or maintaining a second job is not recommended.

5. Do I need to have experience to be considered for this program?

No experience is required, however, we recommend that you research the job duties and career pathway options of a Medical Assistant before you commit to the program. If you are not sure if health care is a good fit for you, please attend one of our free Career Exploration workshops to learn more about who you are and what transferable skills you may already have.

6. What credentials will I earn after I complete the program?

- Medical Assistant Certificate of Completion (from a participating college)
- Certificate of Completion of Apprenticeship from the US Department of Labor
- You will qualify to earn a national industry-recognized credential by sitting for the Registered Medical Assistant certification exam

7. What are the program requirements?

- Must be at least 18 years old
- Must have a high school diploma or GED
- Must pass a criminal background check

8. What are the program expectations?

- Arrive to class and work on time
- Follow attendance policy for the employer and school
- Maintain satisfactory grades per the employer's expectations and the school's policy
- Maintain a high level of professionalism
- Effectively manage homework, work schedule and personal obligations
- Commit to work with the employer for a specified period of time after completing the apprenticeship program (length of commitment may vary by employer)
- You may be responsible to pay back costs incurred by the employer if:
 - you elect not to finish the community college program or
 - you elect not to continue working for the employer for the length of time specified.

9. How many hours per week is the program?

16 hours a week in the classroom, 24 hours a week of paid work experience

10. Will I get paid during the program?

Yes, 24 hours a week of paid work experience

11. Will I be able to take leave time or attend a family vacation while I am in the program?

MARAP is a one year, full-time commitment. Apprentices are expected to follow attendance policy for the employer and school, arriving to work and school on time.

12. Will there be child care available during work or school hours?

You are responsible for making your own arrangements for child care before the start of the program. If you need assistance with securing child care, talk with a West Michigan Works! career coach to obtain information or a referral to assist you in your child care search.

13. How much will the program cost?

The full cost of the program is covered by scholarships and/or employer contributions for students attending Grand Rapids Community College or Muskegon Community College. You may be responsible for minimal uniform and parking fees. Student may be responsible for all or some of the tuition cost if they do not fulfill the commitment requirement of the employer.

14. What are the apprenticeship wages?

Wages will vary by employer. However newly enrolled apprentices in the MARAP will start at no less than \$11.20/hour and complete the program at no less than \$13.00/hour.

15. What does the program curriculum include?

EMR (Introductory)	Scheduling
Handwashing/PPE	Temperature
Pulse Oximeter	Nebulizer
Obtaining Sputum Specimen	Administering O2 through Nasal Cannula
Injections	Medications/Dose Calculations
Pap and Pelvic Exam Set Up	Telephone Triage
Lifts and Transfers	Catheterization
Phlebotomy	Inventory
More Advanced EMR	Pediatric Vital Signs
Autoclave/Sanitizing Equipment	EKG
Sterile Technique	Charts, Documentation
Insurance/Billing/Coding/Basic Accounting	Teaching for use of Assistive Devices
Glucometer	Ear Irrigation
CLIA Logs	Throat Swab & Strep Tests
Nasal Swab & A/B flu	Urine Clean Catch and Dipstick
Basic Rooming - Height, Weight, Blood Pressure, Pulse, Growth Charts, Chief Complaint	

Submitting an Application

1. Where do I submit an application of interest?

The application of interest is available on the West Michigan Works! website at marap.westmiworks.org. The application period will remain open until August 30, 2019.

2. Where can I get questions answered?

You can find information about the program and application online on the MARAP portal located at marap.westmiworks.org. You will also have an opportunity to have your questions answered in person by the participating employers, colleges and current apprentices by attending one of our open houses:

Muskegon County Open House

Tuesday, August 6, 2019 | 4-7pm
Muskegon Service Center
316 Morris Ave, Muskegon, MI 49440

Kent County Open House

Thursday, August 8, 2019 | 4-7pm
Westside Service Center
215 Straight Ave NW, Grand Rapids, MI 49504

3. Is there anything that would disqualify me from being accepted?

Eligible applicants must:

- Be at least 18 years old
- Have a high school diploma or GED
- Pass a criminal background check

NOTE: This is a competitive application process. Only those individuals who have met the following requirements will be considered:

- **Submitted a complete application**
- **Met the enrollment requirements of the community college**
- **Completed a career portfolio**

Register on Pure Michigan Talent Connect

1. How does West Michigan Works! fit into this program?

West Michigan Works! partners with local employers and community colleges to recruit qualified candidates, verify that applicants have a completed career portfolio and can assist with removing employment barriers..

2. What is Pure Michigan Talent Connect and why do I need to register?

Pure Michigan Talent Connect is an online portal that connects Michigan's job seekers and employers. All MARAP candidates will need to create an account before attending workshops, completing assessments and meeting with a career coach.

Required college admittance assessments

1. What are the assessment requirements to attend Grand Rapids Community College?

- Pass a 1 minute typing assessment with scores of 40 WPM with 95% accuracy
- WorkKeys/NCRC minimum score: 4 (Silver Level)
- Pass Computer Literacy Assessment in the following four areas: basic computer, world wide web, Windows, and Email

2. What are the assessment requirements to attend Muskegon Community College?

- Pass a 1 minute typing assessment with scores of 35 WPM with 95% accuracy
- Score 64 or better on the Accuplacer Arithmetic; Score 76 or better on the Accuplacer Reading; Score 85 or better on the Accuplacer Sentence Skill Test *ACT scores, SAT scores, Compass scores, or transferred credits could potentially be used in lieu of Accuplacer.
- Pass Computer Literacy Assessment in the following four areas: basic computer, world wide web, Windows, and Email

3. What is WorkKeys?

WorkKeys is a job skills assessment system that measures the real-world skills that employers believe are critical to job success. WorkKeys helps employers select, hire and train the most qualified candidate. Taking the WorkKeys test is an important step in preparing for your personal training or career goal.

4. I would like to know more about WorkKeys or I have already taken the assessment and I am not sure how to access my scores.

Visit the ACT FAQs for more information: <http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/Help.html>

5. What if I don't pass one of the WorkKeys assessments?

The WorkKeys assessments are not pass or fail but you will need to achieve the minimum level for Workplace Documents, Graphic Literacy and Applied Mathematics as part of the college admittance for Grand Rapids Community College. West Michigan Works! can issue a practice module and schedule a time for you to retake the deficient assessment.

6. What is Accuplacer?

ACCUPLACER® is a set of computerized tests that determines your knowledge in math, reading and writing as you prepare to enroll in college-level courses.

7. How many times can I take the 1 minute typing assessment?

You can practice as many times as you would like by clicking on the free test below. There is no limit on the amount of times it takes you to achieve the minimum word and accuracy levels required by the community college.

Typing Test: <http://www.typingtest.com/>

Career Preparation

1. What is a Career Portfolio and why do I need one?

Career portfolios are used to plan, organize and document education, work samples and skills. People use career portfolios to apply to jobs; apply to college or training programs; get a higher salary; show transferable skills and track personal development.

Your career portfolio is portable. Once you have the basic foundation, you can continue to add to it as you move through your career pathway. A career portfolio is a requirement for entrance consideration into the MARAP program. If you should not be selected, Michigan Works! may be able to help you secure other employment opportunities by means of your portfolio.

Career Portfolio basic components:

- Resume and cover letter
- References
- Career pathway plan / career coaching
- Certificate of completion for college entrance assessments
- Computer and typing proficiency
- Earned credentials, if applicable

2. What MW workshops should I attend?

All West Michigan Works! workshops are free. The workshops can help you develop or enhance your job search. For the MARAP program we recommend:

- *Resume Makeover* to help you start or refine your resume
- *Introduction to Interviewing* to help you get prepared for your employer interview
- *Career Exploration* if you want to see if being a Medical Assistant is right for you.

3. How will a career coach help me?

The West Michigan Works! career coach will help you

- develop a career pathway in the health care field
- identify your transferable skills and work values
- ensure that you are prepared for employer interviews

West Michigan Works! may also be able to provide you with continued career coaching or help you select another career if you are not chosen for the MARAP program.

4. What is a career pathway?

A career pathway is a collection of programs and services to develop your core academic, technical and employability skills. It provides continuous education, training and placement in high-demand, high-opportunity jobs.

Interviews and Offers

1. When will acceptance offers go out?

Employment offers (for apprentice positions) will be extended by the participating employers in late October, 2019.

2. Is there a commitment to stay with the employer following the program?

Yes, you will commit to work with the employer for a specified period of time after completing the apprenticeship program.

- Length of commitment may vary by employer
- You may be responsible to pay back costs incurred by the employer if:
 - you elect not to finish the community college program, or
 - you elect not to continue working for the employer for the length of time specified upon completion of the apprenticeship program

3. What if I am not chosen for the program?

West Michigan Works! offers services to assist with career navigation, employer connections, free workshops, interest assessments, remedial testing and more! Please make sure you visit our centers for more information. Services are free and open to the public.

4. When does the program start?

College registration begins in December 2019. Classes and work will begin January 2020.