



NEVADA LABOR COMMISSIONER
NEVADA STATE APPRENTICESHIP COUNCIL
2023 Non-Joint Standards of Apprenticeship

Appendix A

WORK PROCESS SCHEDULES

AND

RELATED INSTRUCTION OUTLINE



Elevation Practice Partners

Medical Office Administration

O*NET-SOC CODE: 43-6013.00 RAPIDS CODE: 0751

APPROVED BY
THE NEVADA LABOR COMMISSIONER AND THE NEVADA STATE APPRENTICESHIP COUNCIL

Toni Giddens, Nevada State Apprenticeship Director

REGISTRATION DATE: _____

RAPIDS PROGRAM ID NUMBER: _____

**DEVELOPED IN COOPERATION WITH THE
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE APPRENTICESHIP COUNCIL AND
THE U.S. DEPARTMENT OF LABOR**

Appendix A

WORK PROCESS SCHEDULE

This schedule is attached to and a part of these Standards for the above identified occupation.

1. TYPE OF OCCUPATION

☐ Time-based ☐ Competency-based ☒ Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position. 1) If the program uses a time-based approach, requires the completion of not less than 2,000 hours of [work experience,] on-the-job learning, consistent with training requirements as established by practice in the trade; (2) If the program uses a competency-based approach, specify the skills that must be demonstrated by an apprentice and address how on-the-job learning will be integrated into the program; or (3) If the program uses a hybrid approach, specify the skills that must be acquired and the minimum number of hours of on-the-job learning that must be completed by an apprentice.

This would be expected to occur within approximately 2,000 hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 144 hours of related instruction per year of the apprenticeship.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journey worker/fully trained worker ratio is: 1 apprentice(s) to journey worker/fully trained worker(s).

4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least **\$14.50 per hour**. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journey worker/fully trained worker wage. A journey worker/fully trained worker minimum wage will be at least **\$18.50 per hour**.

1-Year Term Example:

1st 6 months = % or \$ 2nd 6 months = % or \$

Wage Progression

- Step 1 (Entry 0–500 hrs) – **\$14.50/hour**
 - Step 2 (Midpoint 6-month mark or 1,000 hrs) – **\$16.50/hour**
 - Step 3 (Completion of 2,000 hrs and demonstrated competency) – **\$18.50/hour**
- Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established.

5. **WORK PROCESS SCHEDULE** (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

6. **RELATED INSTRUCTION OUTLINE** (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

Appendix A

WORK PROCESS SCHEDULE

The term of the occupation shall be defined by the attainment of all competencies, both technical and behavioral, of the position, which would be expected and approximated to occur within 2,000 hours of OJL, supplemented by a minimum of 144 hours of related instruction per year of apprenticeship.

Apprenticeship Competencies – Technical

Item	Work Processes	Approx. Hours
A	Patient registration & insurance verification	400 hrs
B	Scheduling & appointment coordination	400 hrs
C	Medical billing & coding basics	400 hrs
D	Records management & EMR/EHR use	400 hrs
E	Front office communication & customer service	300 hrs
F	Office administration, supply management, reporting	100 hrs
	Total hours (approximate)	2,000

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

Apprenticeship Competencies – Behavioral

In addition to mastering all the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies, to complete the apprenticeship.

Item #	Behavioral Competencies
1.	Accuracy in insurance verification and scheduling
2.	Billing/coding competency logs
3.	Communication/professionalism evaluation
4.	Supervisor sign-off at each stage
5.	Participation in team discussions/meetings
6.	Focus in team discussions/meetings
7.	Focus during independent work
8.	Openness to new ideas and change
9.	Ability to deal with ambiguity by exploring, asking questions, etc.
10.	Knows when to ask for help
11.	Able to demonstrate effective group presentation skills
12.	Able to demonstrate effective one-on-one communication skills
13.	Maintains an acceptable attendance record
14.	Reports to work on time
15.	Completes assigned tasks on time
16.	Uses appropriate language
17.	Demonstrates respect for patients, co-workers, and supervisors
18.	Demonstrates trust, honesty, and integrity
19.	Requests and performs work assignments without prompting
20.	Appropriately cares for personal dress, grooming and hygiene
21.	Maintains a positive attitude
22.	Cooperates with and assists co-workers
23.	Follows instructions/directions
24.	Able to work under supervision
25.	Able to accept constructive feedback and criticism
26.	Able to follow safety rules
27.	Able to take care of equipment and workplace
28.	Able to keep work area neat and clean
29.	Able to meet supervisor's work standards
30.	Able to not let personal life interfere with work
31.	Adheres to work policies/rules/regulations

RELATED INSTRUCTION OUTLINE

The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. The following is a set of courses to be delivered by subject matter experts.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work product. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

COURSE TOPICS	HOURS
A. Medical terminology	24 hours
B. Health insurance & billing	24 hours
C. HIPAA & patient confidentiality	24 hours
D. EMR/EHR documentation	24 hours
E. Office procedures & workflow	24 hours
F. Communication & customer service	24 hours

COURSE TOPIC DESCRIPTIONS

- **Medical Terminology**

Introduces key medical terms, abbreviations, and word structures used in healthcare communication and documentation.

- **Health Insurance & Billing**

Covers insurance plans, coding basics, and billing procedures for accurate claims and reimbursement.

- **HIPAA & Patient Confidentiality**

Explains HIPAA regulations and procedures for protecting patient information and privacy.

- **EMR/EHR Documentation**

Teaches accurate entry, management, and retrieval of electronic health records in clinical settings.

- **Office Procedures & Workflow**

Reviews scheduling, recordkeeping, and administrative operations for efficient office management.

- **Communication & Customer Service**

Builds professional communication and service skills for interacting with patients and healthcare teams.

SECTION 27 - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

Elevation Practice Partners hereby adopts these standards of apprenticeship.

Program representatives for state contact:

- Ashley Suarez, MPAS, PA-C Co-Sponsor
- Jesse Harvey, PA-C – Co-Sponsor
- Connie Pirkle, PT - Co- Sponsor

Sponsor(s) designate the appropriate person(s) to sign the standards on their behalf.



Signature of Sponsor (*designee*)

Date: 10/08/2025

Ashley Suarez, MPAS, PA-C Co-Sponsor

Type Name & Title