
Wisconsin Youth Apprenticeship
HEALTH SERVICES
PROGRAM GUIDE



Department of Workforce Development

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HEALTH SERVICES YOUTH APPRENTICESHIP PROGRAM GUIDE

Description

Today's complex healthcare workplace demands workers who are more flexible and more highly skilled than ever before. The Youth Apprenticeship Program was approved by the Wisconsin State legislature in 1991 to provide a direct link between business, schools, and youth to meet the demands of technology, teamwork, communication, and leadership. The Health Services Youth Apprenticeship Program was developed in direct cooperation with the Wisconsin Health and Hospital Association, among the first in the nation to implement a Youth Apprenticeship Program.

Wisconsin Youth Apprenticeship (YA) is a rigorous program that combines academic and related technical classroom instruction with mentored on the job learning for high school students. By training youth apprentices, employers play an active role in shaping the quality of their future workforce, improving the skill level of potential workers, and enhancing their competitive positioning in the marketplace. Employers, school districts, local consortiums, parents, and potential YA students are referred to the Youth Apprenticeship Program Operations Manual for general YA Program requirements.

Objective

The Wisconsin Health Services YA Skill Standards Program is designed to provide students with a working understanding of core health services industry skills and occupationally specific skills that serve as the standard for occupational clusters in the health care industry. This program provides the framework for educators and industry to work together to produce work-ready, entry-level employees that will compete favorably in a global market, as well as, provide for post-secondary educational advancement while integrating work-based learning in the school and worksite.

The following features distinguish a YA Program from other similar youth school to work programs.

- Level Two Youth Apprenticeship is a two-year program for high school juniors and seniors with an interest in a particular field; i.e., health services. One-year Youth Apprenticeship Programs are also available to pursue.
- Youth apprentices, parents, employers, YA program coordinators, and school districts enter into a written agreement approved by the Department of Workforce Development.
- Statewide skills are established by the industry, making the youth apprentice skill set more relevant to the state's employers.
- Youth apprentices are trained at the worksite by skilled mentors and are paid minimum wage or better for their work. Students average 10-15 hours/week.
- Youth apprentices receive a high school diploma and a Certificate of Occupational Proficiency from the Wisconsin Department of Workforce Development (DWD) at graduation.
- Youth apprentices may receive advanced standing credit and/or transcribed credit for the YA Program at a Wisconsin Technical College and/or at some four year colleges. See Appendix F for current details.

- Statewide skill standards focus on skills and knowledge needed by employers for entry level employment in the health services industry.

Students apply and are interviewed by health services employers for positions in the Health Services YA Program. The state approved skill standards and program guide for the Health Services YA Program are used in both the classroom instruction and worksite learning. If the local school district is unable to provide the related technical classroom instruction courses, they may contract with their local technical college or employer practitioners to do so.

The skill standards are competency based. Competencies are performance-based outcome statements of occupational related skills defined by representatives of health facilities throughout Wisconsin and aligned with national skill standards. The competencies in the program guide include those required by Therapeutic Services, Diagnostic Services, and Health Information Services endorsed by the National Health Care Skill Standards Project (NHCSSP). The competencies will be taught at the worksite in combination with supportive, related technical classroom instruction. While the skill competencies are established statewide, program implementation and oversight occurs through local consortium committees to assure local needs are met.

Target Population

This program is applicable for a student who has expressed an interest in a health career. All students successfully meeting current high school graduation requirements and with a good attendance record for that year are encouraged to apply for the Health Services Youth Apprenticeship (YA) Program. The student must apply to the program in the year previous to program entry and be on track toward fulfilling high school graduation requirements in their school district. Additionally, it is highly recommended that the potential Health Services YA student complete a job shadowing experience in the occupational area they are considering prior to entering the program. SEE **Appendix H** for students entering or continuing the Health Services YA Program in 2007.

Individuals with the following abilities are most likely to be successful in the currently offered Health Services YA Occupational Specialty Areas:

Health Care Foundations (HCF) YA Specialty Area.

This Specialty Area is appropriate for the student who is interested in a health care career in the areas of Therapeutic, Diagnostic and Information Services. The student may assist with laboratory testing, medical coding, or assistive devices. The ability to work in a number of different skill areas, most with direct patient contact, and the willingness to work in different settings and/or departments is essential.

Health Information Management (HIM) YA Specialty Area.

This Specialty Area is appropriate for the student interested in the business and administrative aspects of health care. Health Information Management providers record and manage the documentation of the health care industry. There is no direct hands-on patient care involved and tasks revolve around record keeping, administrative, and information technology duties. The ability to be detail oriented and interested in documentation and computer work is essential

Nursing Assistant (NA) YA Specialty Area.

This Specialty Area is appropriate for the student who wishes to pursue a career in direct patient care, such as nursing or as a physician. The student will be working with patients performing hands on, direct patient care tasks. The student enrolled in this area will become certified as a Nursing Assistant (CNA) upon completion of the required testing through the Department of Health and Family Services (DHFS). The ability to be compassionate, caring, and respectful is essential.

Medical Assistant (MA) YA Specialty Area.

This Specialty Area is similar to the Nursing Assistant YA Specialty Area and is appropriate for the student who wishes to work in direct client care in a clinical setting. Medical assistants support physicians and other medical professionals in an outpatient setting by performing a wide variety of duties. The student will perform multiple functions including office administration, direct patient care, and laboratory testing. Certified Nursing Assistant (CNA) training and testing through an approved Department of Health and Family Services (DHFS) CNA program is required for this Specialty Area. The ability to handle multiple tasks, as well as be compassionate, caring, and respectful is essential.

Pharmacy Technician (PHARM) YA Specialty Area.

This Specialty Area is appropriate for the student interested in the occupational area of pharmacy. Students will assist pharmacists to measure, mix, and provide prescriptions of various pharmaceuticals required for diagnostic evaluation and therapeutic treatment of patients. This area will prepare the student to take the Pharmacy Technician Certification Exam (visit the PTCE website for more information at <https://www.ptcb.org//AM/>). There is no direct hands-on patient care and tasks involve working in both hospital and retail pharmacies performing clerical and laboratory functions. The ability to be detail and customer service oriented with strong math and lab skills is essential.

Health Services YA Program Responsibilities

The following responsibilities are outlined for individuals involved in the Health Services YA Program.

Students –

1. Maintain academic skills and attendance at the high school to remain on track for high school graduation.
2. Participate in progress reviews as scheduled.
3. Exhibit maturity and responsibility to meet requirements of employment as designated by the employer.

Parents or Guardians-

4. Ensure that adequate transportation is available to and from the worksite.
5. Participate in student progress reviews as scheduled.

School District-

6. Recruit students and coordinate student enrollment in the program with the consortiums and/or employers.
7. Integrate the YA Program related technical classroom instruction and worksite training into the student's overall education program with high school graduation credit issued for each semester successfully completed.
8. Participate in student progress reviews as scheduled.

YA Program Coordinators-

9. Apply and maintain approval from the DWD to operate a YA Program.
10. Ensure a minimum of 450 hours of worksite instruction/experience plus a minimum of 180 hours of related technical classroom instruction for each one year YA program.
11. Establish and meet regularly with an advisory committee that will identify when and where tasks will be taught during the Health Services YA Program.
12. Develop and maintain a yearly commitment with participating high schools, technical colleges, and local businesses to accommodate the number of students involved in the Health Services YA Program.
13. Establish and maintain a YA student grievance procedure.
14. Provide employer mentor training.

Related Technical Classroom Instruction Faculty-

15. Qualify in the specialty areas being taught in the YA Program.

Employers and Worksite Mentors-

16. SEE **Appendix B-** Health Services YA Implementation Guide for Employers.
17. Participate in a mentor training session and provide on the job training of the Youth Apprentices.

Department of Workforce Development-

18. Monitor national and state regulatory agencies, such as OSHA, HCFA, DHFS, DPI, for changes and impact on the Health Services Youth Apprenticeship Program.

Program Guide Organization

The competencies included in the program guide are aligned with the skills required under the broad occupational Health Science Career Pathways identified by the NHCSSP in Therapeutic Services, Diagnostic Services, and Health Information Services. It is likely that several facilities in a community will need to work together to ensure that appropriate work-based learning opportunities are made available to the students.

Potential Health Services youth apprentices will be required to complete a minimum of 450 work hours with 180 hours of related technical classroom instruction for a Level One (1-year) Health Services YA Program or a minimum of 900 work hours with 360 hours of related technical classroom instruction for a Level Two (2-year) Health Services YA program. The Level One program requires completion of the Core Abilities Area and one other Occupational Specialty Area. The Level Two program requires completion of the Core Abilities Area and two other Occupational Specialty Areas.

See the section entitled “Target Population” for the current offerings in Occupational Specialty Areas. The Health Services YA Program also requires that Related Technical Classroom Instruction is provided to support attainment of the knowledge necessary to master the competencies for that Occupational Specialty Area. While recommendations for specific Related Technical Classroom Instruction are detailed separately for each Health Services Occupational Specialty Area in **Appendix C**, instructional requirements will vary depending on local consortium and advisory group decisions. It is strongly advised that local consortiums work with their advisory groups to determine appropriate Related Technical Classroom Instruction needs in their locations for each Occupational Specialty Area.

The Youth Apprenticeship Program Guide is written and organized according to the Worldwide Instructional Design System (WIDS) format and includes the Health Services YA Skill Standards Checklist, and Course Outcome Summary (COS) for each Specialty Area. Overall progress is documented on the Health Services YA Skill Standards Checklist which lists skill level achievement for each competency in all of the Specialty Areas. The COS outlines each skill competency with corresponding performance standard criteria necessary to master a specific competency. The Learning Objectives outline the required content to be covered in the related technical classroom instruction. SEE **Appendix D-** Wisconsin Instructional Design System (WIDS) Format and Youth Apprenticeship Program Guide Terms and **Appendix E-** Use and Distribution of the Youth Apprenticeship Program Guide for further details.

Evaluation

The student must successfully complete the related technical classroom instruction and demonstrate the minimum skill level required on the Health Services YA Skill Standards Checklist for each competency according to the applicable Specialty Areas. Worksite mentors and/or instructors use this checklist to evaluate the learner on each of the required skills. It is the responsibility of the mentor(s) to rate the students skill level on all tasks performed at the worksite.

Health Services YA Program Outcomes

The established program outcomes reflect abilities the student must master by the end of the Health Services YA Program. Mastery of these abilities is built into the skill competencies required for each Specialty Area. These outcomes are taken directly from the National Health Care Skill Standards Project (NHCSSP) – Health Care Core Standards.

1. Communicate effectively both orally and in writing.
2. Demonstrate key employability skills.
3. Obtain and maintain the background knowledge necessary to work within a health care role.
4. Participate in the department, organization, and society within their health care role
5. Recognize how key systems affect services and quality of care.
6. Perform health care duties within established legal and ethical guidelines.
7. Interact effectively with all members of the health care team.
8. Follow all health and safety policies and procedures.

Health Services YA Program Completion

Upon successful completion of high school and the Level Two (2 year) Health Services YA Program requirements, the youth apprentice will receive a high school diploma and the applicable Certification of Occupational Proficiency from the Department of Workforce Development. Youth Apprentices who successfully complete a Level One (1 year) Health Services Program and who are on track for graduation will be eligible for a Level One Certificate from the Department of Workforce Development. Furthermore, the YA students may;

1. Continue to work in the health care industry.
2. Apply to a registered apprenticeship.
3. Pursue a degree or diploma from a Wisconsin Technical College with advanced standing and/or transcribed credit.
4. Apply for admission to a four-year University of Wisconsin school with high school academic elective credit for admission.
5. Go into military service.

SEE **Appendix F** for current agreements for post-secondary credit at Wisconsin Technical Colleges and University of Wisconsin colleges.

Appendices

Appendix A: Work Contracts, Child Labor Laws, Liability & Insurance

Appendix B: Health Services YA Implementation Guide for Employers

- Benefits to the Employer
- Role of the Employer
- Role of the Mentor
- Checklist for Program Participation
- Checklist for Program Operation
- Frequently Asked Questions
- Work Contracts, Child Labor Laws, Liability & Insurance (insert Appendix A)

Appendix C: Recommended Related Technical Classroom Instruction

Appendix D: Wisconsin Instructional Design System (WIDS) Format and Youth Apprenticeship Program Guide Terms

Appendix E: Use and Distribution of the Youth Apprenticeship Program Guide

Appendix F: Post Secondary Advanced Standing Credits

Appendix G: Certified Nursing Assistant Guidelines, Age Restrictions, CBRFs, Background Checks

Appendix H: Grandfather Clause – Program Transition Guidelines

Appendix I: Health Services Skill Standards Checklist

Health Services Youth Apprenticeship Course Outcome Summaries:

Appendix J: Health Care Foundations (HCF)

Appendix K: Health Information Management (HIM)

Appendix L: Medical Assistant (MA)

Appendix M: Nursing Assistant (NA)

Appendix N: Pharmacy Technician (PHARM)

Appendix O: Core Abilities & Job Shadow