Occupation: Medical Assistant	ONET Code 31-9092.00
	RAPIDS Code 1085

OCCUPATIONAL OVERVIEW

Potential Job Titles: Certified Medical Assistant, Chiropractor Assistant, Clinical Assistant, Doctor's Assistant, Medical Assistant, Medical Office Assistant, Ophthalmic Technician, Registered Medical Assistant

Occupational Context: Medical Assistants work in medical offices and outpatient care centers, including urgent care centers and surgical centers. They work with a range of licensed health care and allied health care providers, including doctors, optometrists, podiatrists, chiropractors, nurse practitioners, physician's assistants, nurses, radiology technicians, respiratory therapists and office support staff (such as clerical office staff). Medical assistants can work in small medical practices that employ only the physician and a single medical assistant, or they can work in larger medical practices and outpatient care centers (including those affiliated with hospitals).

Occupational Purpose: Work with licensed medical care providers in medical offices or other outpatient centers to maintain office records and equipment, schedule and participate in the examination and treatment of patients, performing basic diagnostic tests or medical procedures as allowed by state and federal law, and providing patient education and follow-up support.

Occupational Pathways: Medical assistants who complete additional postsecondary education (in some cases including an associate or bachelor's degree and completing licensure or certification exams) can move into higher level health professions, such as practical nurse, registered nurse or other allied health professionals, such as radiology technician or ultrasound technician.

Attitudes & Behaviors Medical assistants must be patient, caring, non-judgmental, empathetic individuals who can build trust and maintain confidentiality. They must pay attention to details and be able to follow procedures with fidelity.

Prerequisites for Apprenticeship:

Certification or Licensure

Credential	Awarding Body	Timing Before, During or After Apprenticeship
CPR/First Aid	American Red Cross	Before or During
Phlebotomy	National Center for Competency Testing; American Society of Phlebotomy Technicians; National Healthcareer Association	Before or During
Certified Medical Assistant - Note that only those who complete an apprenticeship program offered in conjunction with an ABHES- or CAHEEP-accredited academic program may sit for the Certified Medical Assistant exam.	American Association of Medical Assistants	After
Registered Medical Assistant	American Registry of Medical Assistants	After
Certified Clinical Medical Assistant	National Health Career Association	After
Certified Medical Office Assistant	National Health Career Association	After
National Certified Medical Assistant	National Center for Competency Testing	After
Podiatric Medical Assistant	American Society of Podiatric Medical Assistants	After
Certified Opthalmology Assistant	Joint Commission on Allied Health Personnel in Opthalmology	After

Accrediting Organizations
Commission on Accreditation of Allied Health Education Programs (accredits academic MA programs)
Accrediting Bureau of Health Education Schools (accredits academic MA programs and institutions that offer only MA and related academic programs)

Trade Associations and Labor Organizations
Certifying and registration bodies serve as trade associations
State Nursing Boards set policies for licensure requirements of medical assistants   (see National Council of State Boards of Nursing)
Service Employees International Union represents some medical assistants

Size of Current Workforce: 591,300

Number of additional job openings predicted (2014-2024): 26,210

Median Salary (2014): $29,960

Job Function 1: Communicates with others to collect, share, record and report information properly		
Job Function 2: Manages "front end" of medical office		

Job Function 3: Assists medical professionals and patients during examinations and procedures		
Job Function 4: Carries out basic medical procedures		
Job Function 5: Collects and prepares samples for analysis		

CROSS-CUTTING COMPETENCIES (These come from the Competency Model Clearinghouse)

Personal Effectiveness Competencies

Relevance (Using Lumina Beta Credentials Framework)	0	1	2	3	4	5	6	7	8
Interpersonal Skills	■	■	■						
Integrity	■	■	■	■					
Professionalism	■	■	■	■					
Initiative	■	■	■	■					
Reliability	■	■	■	■					
Dependability & Reliability	■	■	■	■					
Adaptability & Flexibility	■	■	■	■					
Lifelong Learning	■	■	■						

Academic Competencies

Relevance (Based on Lumina Beta Credentials Framework)	0	1	2	3	4	5	6	7	8
Reading	■	■	■	■					
Writing	■	■	■						
Mathematics	■	■	■						
Science & Technology	■	■	■						
Communication	■	■	■	■					
Critical & Analytical Thinking	■	■							
Basic Computer Skills	■	■	■						

Workplace Competencies

Relevance (Based on Lumina Beta Credentials Framework)	0	1	2	3	4	5	6	7	8
Teamwork	■	■	■	■	■				
Customer Focus	■	■	■	■	■				
Planning & Organization	■	■	■	■					
Creative Thinking	■	■	■						

Skill Category									
Problem Solving & Decision Making	■	■	■	■	▨	▨	▨	▨	▨
Working with Tools & Technology	■	■	■	■	▨	▨	▨	▨	▨
Scheduling & Coordinating	■	■	■	■	■	▨	▨	▨	▨
Checking, Examining & Recording	■	■	■	■	▨	▨	▨	▨	▨
Business Fundamentals	■	■	■	■	▨	▨	▨	▨	▨
Sustainable Practices	■	■	▨	▨	▨	▨	▨	▨	▨
Health & Safety	■	■	■	■	■	▨	▨	▨	▨

Certifications Required to Work in the Field		
CPR	Mandatory	
First Aid	Mandatory	
Phlebotomy (optional)	Optional	
Certified Medical Assistant (optional) - Must graduate from ABHES or CAHEEP accredited program to sit for the CMA exam)	Optional	
Registered Medical Assistant	Optional	
Certified Clinical Medical Assistant	Optional	
Certified Medical Office Assistant	Optional	
National Certified Medical Assistant	Optional	
Podiatric/Opthalmic Assistant	Optional	
Foundational Instruction - this section lists courses that provide cross-cutting instruction that may not related to a particular job function, but that may apply to the occupation as a whole.		
Anatomy & Physiology	Mandatory	
Basic Pharmacology	Mandatory	
Medical Terminology	Mandatory	
Medical Coding	Optional	

WORK PROCESS SCHEDULE	Medical Assistant	ONET	31-9092.00
		RAPIDS Code 1085	

Job Titles

Company Contact:

Apprenticeship Type: (competency based, time based, hybrid) Competency Based or Hybrid

Minimum Time Requirements (or time range):

Required Certifications:

JOB FUNCTION				Core/ Optional	OJT	RI
JOB FUNCTION 1: Communicates with others to collect, share, record and report information properly				Core		
Competency 1a: Schedules appointments				Core		
Competency 1b: Greets and logs in patients at office or clinic				Core		
Competency 1c: Determines and records medical history and reason for current appointment/visit/ procedure				Core		
Competency 1d: Provides patient instructions, information and education				Core		
Competency 1e: Phones, faxes or uses electronic system to order or refill prescriptions				Core		
JOB FUNCTION 2: Manages "front end" of medical office				Core		
Competency 2a: Collects payments or co-payments and bills insurance companies				Core		
Competency 2b: Maintains office files				Core		
Competency 2c: Properly codes medical diagnoses, treatments and therapies for patient billing and third-party payer purposes				Optional		
JOB FUNCTION 3: Assists medical professionals and patients during examinations and procedures				Core		
Competency 3a: Shows patient to examination or procedure room and prepares them for physician				Core		
Competency 3b: Hands instruments to care-providers, as needed, and assists in examinations, treatments and procedures, as needed				Core		
Competency 3c: Records notes during exam or procedure				Core		
JOB FUNCTION 4: Carries out basic medical procedures				Core		
Competency 4a: Gives injections based on care provider's orders				Core		
Competency 4b: Cleans and dresses wounds				Core		
Competency 4c: Administers medications per licensed care provider's order				Core		
Competency 4d: Removes sutures				Core		
Competency 4e: Performs irrigation techniques: ear, eyes, nose, medical tubing, wounds, medical pumps and devices				Core		
Competency 4f: Takes vital signs				Core		
JOB FUNCTION 5: Collects and prepares samples for analysis				Core		
Competency 5a: Collects samples using sterile techniques				Core		
Competency 5b: Performs in-office testing				Core		
Competency 5c: Properly labels and sends samples to analytical laboratory				Core		
Competency 5d: Records results of tests and analysis				Core		

Job Function 1: Communicates with others to collect, share, record and report information properly	LEVEL	Required	Optional
RELATED INSTRUCTION			
Skills			
Scheduling			
Speak clearly			
Listen actively			
Knowledge & Understanding			
Basic understanding of medical symptoms and diagnoses			
Medical terminology, anatomical terms, abbreviations and acronyms			
Names of pharmaceuticals and terminology used to communicate dosage and strength of medications			
Routine treatment regimes, diagnostic tests, medical procedures			
HIPAA rules and regulations regarding patient privacy			
Rules for working with minors: authorization of care, patient privacy, etc.			
Tools and Technology			
Telephone systems (including computer-based systems), electronic mail, scheduling software			
Electronic medical records			
Competency a: Schedule appointments	Basic	X	
Performance Standards			
Answers phone or responds to email promptly			
Determines urgency of appointment based on office protocols			
Determines whether scope of practice is appropriate for patient (i.e. is a referral from a general practitioner needed)			
Schedules the patient following office policies and procedures regarding appointment time and duration based on the nature of the visit			
Provides patient with clear instructions regarding appointment date and time, office location and preparation required for medical appointment or procedure			
Provides accurate information about insurance plans accepted by care provider			
Correctly phones/faxes in approved prescription refills			
Multi-tasks calmly while remembering the identity and needs of callers on each phone line, politely asking callers to hold when necessary, switching attention between callers and in-office patients			
Competency b: Greets and logs in patients at office or clinic	Basic	X	
Performance Standards			
Greets patients in a positive way and logs them in to the office appointment management system			
Pulls patient chart and puts it in the correct place			
Shows patient to waiting area and provides information on approximately how long the wait will be			
Monitors patient behaviors and conditions to identify urgent care needs, ensure patient comfort and handle dissatisfied or disruptive patients or family members			
Competency c: Determines and records medical history and reason for current appointment/visit/ procedure	Basic	X	
Performance Standards			
Listens patiently, attentively and actively to patient (or legal representative) to extract relevant information and record it accurately in medical records			
Asks relevant questions to gather information and relevant clarifying details			
Correctly translates lay-people's descriptions to appropriate medical terms and diagnoses			
Correctly spells drug names and records dosages			
Correctly spells names of medical conditions, diseases or relevant anatomy and physiology terms			
Notifies care provider of critical pieces of information, such as allergies or urgent health concerns			
Competency d: Provides patient instructions, information and education	Basic	X	
Performance Standards			
Accurately repeats or summarizes instructions provided by care provider to patient			

	Assesses patient understanding of the information provided			
	Identifies and provides to patients appropriate educational materials as indicated by care provider			
	Accurately answers questions about diagnosis, prognosis, diagnostic tests or procedures ordered by care provider and within the scope of practice standards			
	Competency e: Phones, faxes or uses electronic system to order or refill prescriptions	Basic	X	
	Performance Standards			
	Accurately communicates name of medication			
	Spells name of medication correctly			
	Accurately communicates correct dosage, frequency and number of refills			
	Accurately communications any special instructions related to prescription			
Core or Optional	Competency f:			
	Performance Standards			
Core or Optional	Competency g:			
	Performance Standards			
Core or Optional	Competency h:			
	Performance Standards			
Core or Optional	Competency i:			
	Performance Standards			
Core or Optional	Competency j:			
	Performance Standards			

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Job Function 2: Manages "front end" of medical office	LEVEL	Required	Optional
RELATED INSTRUCTION			
Skills			
Basic arithmetic			
Spelling, grammar and punctuation			
Scheduling			
Completing forms			
Communication by phone, email and in person			
Knowledge & Understanding			
Office fee schedules			
Insurance reimbursement rates, policies and restrictions			
Controls to prevent medical fraud			
Legal documents: Do Not Resuscitate Orders, Living Wills, Durable Power of Attorney			
Procedures for reporting medical, insurance or financial misconduct or abuse			
Tools & Technologies			
Billing software			
Electronic communication devices including computers, fax machines and copying machines			
Medical records software			
Competency a: Collect payments or co-payments and bills insurance companies	Basic	X	
Performance Standards			
Correctly records duration of appointment, tests and procedures performed, and medical diagnostic code			
Collects correct payment or co-payment from patient			
Submits accurate forms and supporting information to insurance companies			
Monitors payments/patient accounts and follows up as necessary with patients and insurance companies			
Competency b: Maintains office files	Basic	X	
Performance Standards			
Maintains orderly and organized files based on office policies			
Adheres to patient privacy laws and regulations			
Adds diagnostic test results, medical reports and reports from referring care providers as received			
Copies and sends medical records as authorized by care provider and patient			
Competency c: Properly codes medical diagnoses, treatments and therapies for patient billing and third-party payer purposes	Intermediate		X
Performance Standards			
Reviews patient charts to ensure that they are complete			
Checks diagnosis and treatment codes to confirm accuracy			
Assures that billing codes match treatment record codes			
Consults with care provider if discrepancies or errors are identified			
Core or Optional Competency d:			
Performance Standards			

Core or Optional				
	11			
Core or Optional	Competency e:			
	Performance Standards			
Core or Optional	Competency f:			
	Performance Standards			
Core or Optional	Competency g:			
	Performance Standards			
Core or Optional	Competency h:			
	Performance Standards			
Core or Optional	Competency i:			
	Performance Standards			
Core or Optional	Competency j:			
	Performance Standards			

Job Function 3: Assists medical professionals and patients during examinations and procedures	LEVEL	Required	Optional
RELATED INSTRUCTION			
Skills			
Hand-washing and disinfecting techniques			
Maintaining a sterile field			
Maintaining medical instruments and equipment			
Site preparation including cleansing, shaving, wound debridement			
Patient gowning, draping and positioning techniques and protocols			
Use of medical instruments and equipment			
Sterilization procedures (autoclave, disinfection, UV sanitation etc.)			
Knowledge & Understanding			
Infection control and sterile technique			
Treatment or exam preparation requirements			
Anatomical terminology			
Medical terminology			
Medical ethics and patient privacy laws and regulations			
Tools & Technologies			
Electric exam tables			
Medical instruments			
Competency a: Shows patient to examination or procedure room and prepares them for physician	Basic	X	
Performance Standards (may vary by medical specialty)			
Ensures that room is properly heated or cooled for patient comfort			
Shows patient to room and prepared for physician in timely manner			
Provides proper instructions for gowning			
Properly drapes patient for examination or treatment			
Prepares skin/treatment area for examination or procedure			
Competency b: Hands instruments to care-providers, as needed, and assists in examinations, treatments and procedures, as needed	Basic	X	
Performance Standards			
Stocks treatment or exam room with appropriate equipment and supplies			
Sterilizes/cleans instruments prior to and after use			
Employs disease-prevention techniques			
Anticipates needed instruments and has them ready for use			
Identifies and handles instruments correctly			
Collects specimens using appropriate collection devices			
Sends specimens to appropriate laboratory for analysis			
Cleans up exam room and restocks supplies as necessary			
Competency c: Records notes during exam or procedure.	Basic	X	
Performance Standards			
Records notes according to medical protocols (i.e. SOAP notes) accurately and in a timely manner			
Completes forms for diagnosis, billing and laboratory specimens			
Records vital signs			
Labels specimens correctly			
Records care provider instructions for after-treatment and follow-up care			
Uses correct spelling and grammar			
Core or Optional	Competency d:			

	Performance Standards			
	13			
Core or Optional	Competency e:			
	Performance Standards			
Core or Optional	Competency f:			
	Performance Standards			
Core or Optional	Competency g:			
	Performance Standards			
Core or Optional	Competency h:			
	Performance Standards			
Core or Optional	Competency i:			
	Performance Standards			
Core or Optional	Competency j:			
	Performance Standards			

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Job Function 4: Carries out basic medical procedures	LEVEL	Required	Optional
RELATED INSTRUCTION			
Skills			
Measure blood pressure, pulse and respirations			
Measure height and weight (including for pediatric and non-ambulatory patients)			
Measure respiratory volumes			
Dressing and wrapping techniques			
Administer injections			
Calculate and measure dosages based on patient weight or age			
Convert between metric and English measurement systems			
Measure volumes using syringes, graduated cylinders, volumetric flasks, collection vessels			
Knowledge & Understanding			
Normal ranges for vital signs (adult, pediatric)			
Anatomical terms: bone projections, muscle groups, dermal and subdermal structure			
Sterile technique and infection control			
Mathematics: proportions, ratios, conversion factors			
Immunology/allergies			
OSHA regulations for storing medication and chemicals and disposing of hazardous waste			
Tools & Technologies			
Syringes and needles			
Nebulizers			
IV equipment, including IV pumps			
Suture removal kits			
Dressings and splints			
Competency a: Gives injections based on care provider's orders	Intermediate	X	
Performance Standards			
Selects proper syringe and needle sizes and combinations			
Follows infection control/sterile technique procedures			
Accurately calculates and measures dosages			
Withdraws liquids from vials and eliminates air bubbles			
Administers injections in appropriate sites, using proper technique, based on the type of medication (e.g. intramuscular, intradermal and subcutaneous)			
Utilizes pain reduction/management techniques to reduce patient discomfort			
Gives injections using proper sterile technique, administering correct dosage with appropriately sized needles and syringes and using acceptable injection sites			
Competency b: Cleans and dresses wounds	Intermediate	X	
Performance Standards			
Reviews patient allergies and selects dressing materials accordingly			
Gathers appropriate dressing supplies			
Uses appropriate protective equipment including gloves, eyewear, facial mask, etc.			
Removes soiled dressings properly, minimizing disruption to wound, and disposes of used materials appropriately			
Cleans wound using appropriate solutions or medications			
Dresses wound appropriately using correct materials and wrapping techniques			
Competency c: Administers medications per licensed care provider's order	Basic	X	
Performance Standards			
Uses sterile techniques, infection control protocols and personal protective equipment			
Selects correct medication in correct form (liquid, injectable, cream, suppository, tablet/pill, inhalant, etc.			
Draws up or dispenses correct dosage based on medical orders and patient age/weight			
Administers medication correctly			
Cleans up, removes residual, dresses administration site			

	Competency d: Removes sutures	Intermediate	X	
	Performance Standards			
	Selects appropriate suture/staple removal kit or instruments			
	Cleans site prior to removal			
	Removes sutures/staples quickly, minimizing patient discomfort and protecting integrity of wound			
	Inspects wound following removal of sutures/staples			
	Dresses site appropriately			
	Uses disease prevention techniques and personal protective precautions (gloves, eye wear, etc.)			
	Competency e: Performs irrigation techniques: ear, eyes, nose, medical tubing, wounds, medical pumps and devices	Basic	X	
	Performance Standards			
	Selects appropriate irrigation fluids and devices (including warming irrigation fluids, if necessary)			
	Appropriately positions and drapes patient for procedure			
	Performs irrigation procedure safely and without injury or damage			
	Collects and disposes irrigation waste appropriately			
	Uses sterile techniques, disease prevention techniques and personal protective equipment as necessary			
	Competency f: Takes vital signs	Basic	X	
	Performance Standards			
	Takes temperature orally, rectally or using skin probe, ear thermometer			
	Takes blood pressure			
	Measures height			
	Measures weight			
	Performs respiratory tests if needed			
Core or Optional	Competency g:			
	Performance Standards			
Core or Optional	Competency h:			
	Performance Standards			
Core or Optional	Competency i:			
	Performance Standards			

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Core or Optional	Competency j:			
	Performance Standards			

Job Function 5: Collects and prepares samples for analysis	LEVEL	Required	Optional
RELATED INSTRUCTION			
Skills			
Phlebotomy			
Skin prick/capillary puncture			
Swabbing to take microbiological sample			
Clean catch techniques			
Catheter care			
Knowledge & Understanding			
Sterile technique/sterile field			
Respiratory system			
Urinary system			
Circulatory system			
Reproductive system			
Digestive system			
OSHA requirements for storage of materials and disposal of hazardous waste/bodily fluids and tissues			
Tools & Technologies			
Glucometer			
PPD			
Urinalysis including clean catch and culture/sensitivity			
PAP/wet mount			
Pregnancy tests (urine)			
AIDs testing: handling materials and results			
HgbA1C (glycosylated hemoglobin)			
Vision testing/hearing testing			
Fecal occult blood testing			
Collecting samples for parasite testing			
Rapid strep test/rapid flu test			
Sputum samples			
Phlebotomy			
EKG			
Hematocrit			
PKU			
Hemoglobin			
Competency a: Collects samples using sterile techniques	Basic	X	
Performance Standards			
Gathers necessary supplies to collect, transport and store sample			
Instructs patients on clean catch procedure			
Swabs to collect wound, throat, nasal cultures			
Sets up and affixes pathology slides			
Selects appropriate collection vials and needles to collect blood samples			
Competency b: Performs in-office testing	Basic	X	
Performance Standards			
Follows instructions for performing test			
Positions patient properly to perform test or collect samples			
Explains test to patient as necessary			
Records results and informs licensed care provider			
For EKG, places electrodes properly, sets up equipment and collects reading			
Competency c: Properly labels and sends samples to analytical laboratory	Basic	X	

	Performance Standards			
	Collects and preserves sample according to laboratory instructions			
	Labels sample properly			
	Completes lab requisition form appropriately			
	Arranges for sample pick-up or delivery to lab			
	Competency d: Records results of tests and analysis	Basic	X	
	Performance Standards			
	Identifies correct patient record for recording results			
	Enters results properly, flagging abnormal results for care provider			
	Notifies patients of results if instructed to do so by care provider			
	Identifies missing data or test results or incorrect results and notifies care provider			
Core or Optional	**Competency e:**			
	Performance Standards			
Core or Optional	**Competency f:**			
	Performance Standards			
Core or Optional	**Competency g:**			
	Performance Standards			
Core or Optional	**Competency h:**			
	Performance Standards			
Core or Optional	**Competency i:**			
	Performance Standards			

	20			
Core or Optional	Competency j:			
	Performance Standards			

Job Function :	LEVEL	OJT	RI
Scope			
Skills			
Knowledge & Understanding			
Certifications			
Core or Optional — Competency a:			
Performance Standards			
Core or Optional — Competency b:			
Performance Standards			
Core or Optional — Competency c:			
Performance Standards			
Core or Optional — Competency d:			
Performance Standards			

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Core or Optional	Competency e:			
	Performance Standards			

Core or Optional	Competency f:			
	Performance Standards			

Core or Optional	Competency g:			
	Performance Standards			

Core or Optional	Competency h:			
	Performance Standards			

Core or Optional	Competency i:			
	Performance Standards			

Core or Optional	Competency j:			
	Performance Standards			

Job Function :	LEVEL	OJT	RI
Scope			
Skills			
Knowledge & Understanding			
Certifications			
Core or Optional — Competency a:			
Performance Standards			
Core or Optional — Competency b:			
Performance Standards			
Core or Optional — Competency c:			
Performance Standards			
Core or Optional — Competency d:			
Performance Standards			

Core or Optional				
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Core or Optional	Competency e:			
	Performance Standards			
Core or Optional	Competency f:			
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Core or Optional	Competency g:			
	Performance Standards			
Core or Optional	Competency h:			
	Performance Standards			
Core or Optional	Competency i:			
	Performance Standards			
Core or Optional	Competency j:			
	Performance Standards			

Job Function :	LEVEL	OJT	RI
Scope			
Skills			
Knowledge & Understanding			
Certifications			
Core or Optional — Competency a:			
Performance Standards			
Core or Optional — Competency b:			
Performance Standards			
Core or Optional — Competency c:			
Performance Standards			

Core or Optional	Competency d:			
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Core or Optional	Competency e:			
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Core or Optional	Competency g:			
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Core or Optional	Competency h:			
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Core or Optional	Competency i:			
	Performance Standards			

Core or Optional				
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Core or Optional	Competency j:			
	Performance Standards			

Job Function :		LEVEL	OJT	RI
	Scope			
	Skills			
	Knowledge & Understanding			
	Certifications			
Core or Optional	Competency a:			
	Performance Standards			
Core or Optional	Competency b:			
	Performance Standards			
Core or Optional	Competency c:			
	Performance Standards			
Core or Optional	Competency d:			
	Performance Standards			

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Core or Optional	**Competency e:**			
	Performance Standards			
Core or Optional	**Competency f:**			
	Performance Standards			
Core or Optional	**Competency g:**			
	Performance Standards			
Core or Optional	**Competency h:**			
	Performance Standards			
Core or Optional	**Competency i:**			
	Performance Standards			
Core or Optional	**Competency j:**			
	Performance Standards			

Job Function :		LEVEL	OJT	RI
	Scope			
	Skills			
	Knowledge & Understanding			
	Certifications			
Core or Optional	Competency a:			
	Performance Standards			
Core or Optional	Competency b:			
	Performance Standards			
Core or Optional	Competency c:			
	Performance Standards			
Core or Optional	Competency d:			
	Performance Standards			

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Core or Optional	Competency e:			
	Performance Standards			
Core or Optional	Competency f:			
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Core or Optional	Competency g:			
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Core or Optional	Competency h:			
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Core or Optional	Competency i:			
	Performance Standards			
Core or Optional	Competency j:			
	Performance Standards			

Job Function :		LEVEL	OJT	RI
	Scope			
	Skills			
	Knowledge & Understanding			
	Certifications			
Core or Optional	Competency a:			
	Performance Standards			
Core or Optional	Competency b:			
	Performance Standards			
Core or Optional	Competency c:			
	Performance Standards			
Core or Optional	Competency d:			
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Core or Optional	Competency e:			
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Core or Optional	Competency f:			
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Core or Optional	Competency g:			
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Core or Optional	Competency i:			
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Core or Optional	Competency j:			
	Performance Standards			

Job Function :	LEVEL	OJT	RI
Scope			
Skills			
Knowledge & Understanding			
Certifications			
Core or Optional	Competency a:			
Performance Standards			
Core or Optional	Competency b:			
Performance Standards			
Core or Optional	Competency c:			
Performance Standards			
Core or Optional	Competency d:			
Performance Standards			

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Core or Optional	Competency e:			
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Core or Optional	Competency f:			
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Core or Optional	Competency g:			
	Performance Standards			
Core or Optional	Competency h:			
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Core or Optional	Competency i:			
	Performance Standards			
Core or Optional	Competency j:			
	Performance Standards			

Job Function :		LEVEL	OJT	RI
	Scope			
	Skills			
	Knowledge & Understanding			
	Certifications			
Core or Optional	Competency a:			
	Performance Standards			
Core or Optional	Competency b:			
	Performance Standards			
Core or Optional	Competency c:			
	Performance Standards			
Core or Optional	Competency d:			
	Performance Standards			

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Core or Optional	Competency e:			
	Performance Standards			
Core or Optional	Competency f:			
	Performance Standards			
Core or Optional	Competency g:			
	Performance Standards			
Core or Optional	Competency h:			
	Performance Standards			
Core or Optional	Competency i:			
	Performance Standards			
Core or Optional	Competency j:			
	Performance Standards			