

## ***Institute for American Apprenticeships***

### **Frequently Asked Questions & Answers**

**1. Who developed and administers the Apprenticeship Program?**

The recruitment and education phase of the Apprenticeship Program was developed and is administered by the *Institute for American Apprenticeships (IAA)*. IAA is a 501(c)(3) non-profit organization designed to educate apprentices in advanced manufacturing, information technology, business services and healthcare related fields. The apprenticeship phase of the program is developed and administered by the Apprenticeship Division of the United States Department of Labor.

**2. When will I take the Certification exam?**

The students will take the Certified Pharmacy Technician PTCB certification exam within the first 6 months of the apprenticeship.

**3. Who supports the Program?**

This session is supported by the US Department of Labor and our sponsoring employer, *Genoa Healthcare®*, part of *Optum Rx*, and a member of the *UnitedHealth Group* family.

**4. How long is the Apprenticeship Program and when will classes begin?**

The core education is nine weeks long. Classes will begin on July 18, 2022. The final day of class is September 16, 2022. Apprentices who successfully complete the education program will begin their On-the-Job Training on September 19, 2022.

**5. Do I need prior healthcare experience or education to apply?**

Candidates do not need any prior healthcare experience or education to apply to the program. Candidates only need to have a minimum of a High School Diploma or GED and be at least 18 years old.

**6. What will the classroom component involve during the Apprenticeship Program?**

This session is designed to prepare successful graduates for positions as Pharmacy Technicians. There will be classes offered during the program that will cover topics such as Foundations of Anatomy & Physiology, Human Diseases, Medical Terminology, and Foundations of Pharmacology. There will also be significant content on Pharmacy Technicians Principles and Practice as well as Pharmacy Calculations in preparation for the Certified Pharmacy Technician PTCB certification exam. A variety of learning formats will be featured in the classroom.

**7. Will I have coursework outside the classroom sessions?**

Yes. This program is designed to be intense and to immerse the students in the topics of study. There will be a significant amount of homework involved outside of class; this will include at least three to four hours per evening and eight to ten hours during the weekends.

**8. Where will the classes be held?**

This session will consist of in-person classroom instruction. Class requires attendance Monday through Friday, 8:00am to 4:30pm. The IAA classroom is located at Optum Corporate Headquarters, 11000 Optum Cir, Eden Prairie, MN 55344. Classroom subject to change.

**9. Who will deliver the education?**

The *Institute for American Apprenticeships* and *Genoa Healthcare®*, part of *Optum Rx*, will provide the instructors for all the classes involved in the nine-week program.

**10. What is the class schedule for Genoa Healthcare® Pharmacy Technician Apprenticeship Program?**

Class is held for nine weeks, Monday through Friday, 8:00am to 4:30pm. Attendance is required. Classes will begin on July 18, 2022. The last day of class is September 16, 2022.

**11. What if I am having trouble in class?**

If a student's performance in the class is below expectations academically, technically, and/or behaviorally, the faculty will provide additional support as requested and necessary, provided appropriate levels of effort are demonstrated by the student. If accommodations are required, the student should notify program staff as soon as possible.

**12. Will I receive a certificate if I graduate from the Apprenticeship Program?**

Yes. After successful graduation, graduates will receive a certificate of completion jointly from the *Institute for American Apprenticeships* and *UnitedHealth Group*, the parent company of *Optum Rx* and *Genoa Healthcare®*. Upon completion of the one-year apprenticeship, apprentices will receive a Certificate of Apprenticeship Completion from the US Department of Labor.

**13. Will I be paid while I am a student enrolled in the Apprenticeship Program?**

Students are employed by *Genoa* during the nine-week training. Earnings begin on the first day of class.

**14. What is the cost of the Apprenticeship Program?**

There are no direct costs associated with participating in this program.

**15. Are there any other costs to the program?**

Students will be provided with all the necessary educational materials including textbooks and computers. All these materials remain the property of *IAA*, *Genoa Healthcare®*, and the program.

**16. Are participants hired at the start of the program?**

Yes, all selected participants will be offered full-time employment at the start of the training program.

**17. What happens if I do not pass the Certification exam on my first attempt?**

Apprentices must pass the Certification exam within the first 6 months of the apprenticeship. Apprentices who do not pass the certification exam on their first attempt will be required to notify the instructor of the program in order to develop an action plan.

**18. Are accommodations available for the Certification exam?**

Yes. The Pharmacy Technician Certification Board (PTCB) complies with the Americans with Disabilities Act of 1990 (ADA). To ensure equal opportunities for all qualified persons, PTCB will make reasonable testing accommodations for certification candidates when appropriate and consistent with such legal requirements.

**19. Are there any other certifications required by Genoa Healthcare®?**

If you are applying for a technician role within *Genoa*, depending on the state, your only requirement would be a national certification. If you are already employed by *Genoa*, we would also require an immunization certificate as appropriate by the state.

**20. Is there a background check required for employment?**

Yes, background checks are commonly required in the healthcare industry. Prior to employment, *Genoa Healthcare®*, part of *Optum Rx*, conducts a background check and drug test for each student selected for the program.

**21. Where will I be working?**

Pharmacy Technicians will work in various *Genoa* pharmacies within or right outside of the Minneapolis-St. Paul Metro Area.

**22. Will my coursework and school records be shared with my sponsoring employer?**

Under certain circumstances, all your schoolwork and school records (including coursework, projects, attendance records, and written and oral conversations) may be shared with *Genoa* in the event that *IAA* deems it necessary.

**23. What hours will I be working?**

*Genoa* provides customer care at different hours at their various pharmacy locations. Most pharmacies will require hours from 7:30am to 5pm, though shifts will differ between locations.

**24. How much will I be able to earn as an employee with *Genoa Healthcare*®?**

In this session, at the start of the nine weeks of core education, positions will start at an hourly wage of \$17.50. Performance-based wage increases throughout the first year include an increase at 6 months to \$18.00, and another increase to \$18.50 upon successful completion of the apprenticeship program. The positions will include a comprehensive benefits package. Performance is evaluated at prescribed time intervals during the apprenticeship. All periodic reviews will have specific pre-defined performance metrics that justify the increase associated with the review. During each review, if an individual has consistently met all the pre-defined performance metrics of a higher pay scale, that individual's wage will be immediately increased to that associated pay scale. In addition, you will be evaluated as part of the standard *Genoa* performance review cycle.

**25. Are benefits offered with the apprenticeship position?**

Yes. Apprentices become *Genoa Healthcare*® employees on the first day of the classroom portion. In accordance with the employer's policies, employees will have the opportunity to contribute to a comprehensive benefits package which can include health and dental coverage. Please refer to the *OptumCare* Benefits Brochure for a complete listing of benefits.

**26. Are there opportunities for advancement once I become employed by *Genoa Healthcare*®?**

Yes, you will be evaluated as part of the employer's standard performance review cycle and considered for other positions as deemed needed by the organization.

**27. When will I begin On-the-Job Training by *Genoa Healthcare*®?**

Students who successfully complete the education program will begin On-the-Job training with *Genoa* on September 19, 2022.

**28. What if I am unable to enroll in the Apprenticeship Program at this time? Will there be other opportunities?**

We may hold additional healthcare-related Apprenticeship Programs for *Genoa Healthcare*® in the future. Please visit our website at [www.iaahitec.org](http://www.iaahitec.org) for more details. There is a possibility that other healthcare and technology apprenticeships will be offered through the *Institute for American Apprenticeships*, but no guarantees.

**29. What are the steps in the selection process?**

The first step in the selection process is to complete the online application and submit a copy of your resume. The second step is to attend the mandatory Orientation and then complete the series of online aptitude assessments. The Orientation location is to be determined, and applicants will be updated prior to the event. Based on the applications received, resumes, and the results of aptitude assessments, a selected group of participants will be invited to return for a series of interviews. From the pool of interviewed applicants, students will be chosen by *Genoa*. The final selection will be based on a person's overall desire and potential to succeed, as well as organizational fit.

**Nondiscriminatory Policy as To Students**

Equal Opportunity Is the Law. It is against the law for this recipient of Federal financial assistance to discriminate on the following bases: against any individual in the United States, on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetics, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2015 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity.

The *Institute for American Apprenticeships* workforce solutions may be funded, in part, by grants awarded by the *U.S. Department of Labor's Employment and Training Administration*. The solution was created by the grantee and does not necessarily reflect the official position of the *U.S. Department of Labor*. The *Department of Labor* makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.