



## Growing our Own **Medical Assistants**

**UMass Memorial Health in partnership with the SHARE Union and Quinsigamond Community College**

### *Overview*

Medical Assistants play a critical role at UMass Memorial Health and are considered a 'hot' job. As part of our new workforce development efforts, we are launching a Medical Assistant Apprenticeship Program to assist caregivers in obtaining the education and training needed to become a medical assistant. This full-time, hands-on 'earn and learn' program is designed so caregivers can gain new skills needed to advance their career while earning a salary and maintaining benefits. In exchange, caregivers are asked to make a one-year commitment to working as a medical assistant at UMass Memorial Health.

### *Program Highlights*

- Paid training program for all eligible UMass Memorial Health staff
- Maintain a salary and benefits while going to school
- Education and support to obtain certification within one year
- Upfront tuition, fee, and book payments with no -out of pocket expense
- Results in a job as a Medical Assistant II after receiving certification

### *Caregiver Eligibility*

- All UMass Memorial Health's full-time and part-time (24+ hours) caregivers employed for 6 months or more. Per diems and contractors are not eligible.
- Caregivers must be in good standing with UMass Memorial Health at the time their application is submitted. Those with written warnings and final written warnings within the last twelve (12) months will not be eligible to apply.
- Have a high school diploma, GED, HiSET or equivalent
- Make a commitment to the time and the effort to complete all training requirements
- Have basic math and intermediate English language proficiency
- Ability to attend class Monday–Friday eight hours/day at QCC for 8 weeks
- Willingness to make a work commitment to UMass Memorial Health for one year following successful completion of apprenticeship.
- No physical restrictions (able to stand, lift, pull, bend, handle objects etc. without assistance)
- Complete training satisfactorily according to quality and safety standards

### *Program Capacity*

- Cohort 5/ Fall 2026: 10- 15 caregivers.
- Cohort 6/ Spring 2027: 10- 15 caregivers

### *Application Process*

Caregivers will complete the following steps:

1. Complete Online Interest Form: Medical Assistant Interest Form
2. Attend an Information Session

3. Signup and Complete the WorkKeys career assessment
4. Once you pass the WorkKeys assessment, complete application in Workday, including resume and personal statement.
  - Resume: Updated with current job
  - Personal Statement: Provide a 2-3 paragraph written statement that describes why you would like to be a medical assistant. Describe your personal qualities or traits that will make you a good fit for the position.
  - Medical Assistant Apprenticeship Clinic Interest Questionnaire Form
5. Screening panel meeting with Workforce Development, SHARE Union, and Talent Acquisition
6. (Optional) Medical Assistant Job Shadow
7. Interview with Hiring Manager(s)

### ***becoming A Medical Assistant***

Caregivers selected to participate in the apprenticeship program will complete the following steps:

- Transfer from their current job into a new MA I position. Caregivers will remain in this position during classroom training at Quinsigamond Community College and during their clinical training.
- Caregivers will work full-time in a Medical Assistant 1 position assigned to them during the interview process, at a location within the UMass Memorial Health system.
- Caregivers will take the certification exam within 12 months of working full-time in a permanent position. Support and test preparation will be provided.
- Caregivers can advance to an MA II position and receive a wage gain upon passing the certification exam and receiving certification.

### ***Program Schedule'***

<b>Activity</b>	<b>Cohort 5 – Fall 2026</b>
Complete Interest Form	June 29, 2026 - July 23, 2026
Attend Info Session	July 8, 16, & 24, 2026
Complete WorkKeys Assessment - virtual	July 8, 2026 – July 31, 2026
Caregivers Invited to Apply and Complete Applications	July 8, 2026 - August 3, 2026
Caregivers interview with Screening Panel and Optional Job Shadow	August 18-19, 2026
Caregivers interviewed by hiring managers	August 31, 2026 – September 11, 2026
Selected Caregivers are notified	September 18, 2026
<b><i>Program Starts</i></b> <u>Classroom Instruction at QCC</u> <ul style="list-style-type: none"> <li>• On site instructions and training at QCC Downtown Worcester Campus</li> </ul>	October 5, 2026
<u>Classroom and Clinical Instruction</u> <ul style="list-style-type: none"> <li>• On the job training at UMMH Med Center or CMG site and onsite instructions and training at QCC Downtown Worcester Campus</li> </ul>	October 26, 2026 – December 4, 2026
<u>Full-time as a Medical Assistant I</u> <ul style="list-style-type: none"> <li>• Continue on the job training</li> <li>• Obtain certification within one year</li> </ul>	December 6, 2026
<b><i>Apprenticeship Program Ends</i></b>	December 2027
<b><i>One Year Work Commitment Starts</i></b>	December 2028

NOTE: Exact dates subject to change

**Have More Questions?** Check out the Medical Assistant Apprenticeship FAQs on the HUB

Contact the Workforce Development Team: [mydevelopment@umassmemorial.org](mailto:mydevelopment@umassmemorial.org)