



## MEDICAL & CLINICAL ADMINISTRATION at QLS level 3

### Student Profile

This programme is designed for people who wish to gain a recognised qualification to enable them to begin work or improve their career in Medical Reception and Medical Administration roles. No prior knowledge is required.

### Objectives

The objectives of the course are to:

- Develop a broad understanding of the principles of medical administration & reception
- Learn techniques and good practice for medical administration
- Develop skills required in all areas of medical and clinical administration
- Develop specialist knowledge of medical legislation and terminology
- Prepare for AMSPAR studying qualifications
- Gain a recognised award from a leading UK awarding body

### Study Method

The course is designed for study by distance learning at work or at home. Students receive course manual, assignments and studyguide plus tutor support by mail and email. You can start at any time and plan your studies over a period of up to one year from the time of enrolment.

### Assessment

Each element is followed by a written assignment, which is submitted and marked by your tutor. There is no external examination required.

### Price and Payment Methods

Please refer to current price list

### Course Certification

This course has been endorsed by ABC Awards and Certa Awards for its high-quality. The Quality Licence Scheme, endorses high-quality, non-regulated provision and training programmes. This course and/or training programme has been endorsed by the Quality Licence Scheme for its high-quality, non-regulated provision and training programmes. This course and/or training programme is not regulated by Ofqual and is not an accredited qualification. Your training provider will be able to advise you on any further recognition, for example progression routes into further and/or higher education. For further information please visit the Learner FAQs on the Quality Licence Scheme website.

### Course Duration

Students may register at any time and have a full year to complete their studies. The course will take around 90 hours of study to complete.

## **Pack/Course Contents**

Your study pack is dispatched in full at the time of enrolment and provides all you need to complete your studies:

- Studyguide
- Comprehensive study notes for each element of the course
- Self-assessment activities
- Assignments
- Tutor support
- Assignment marking & feedback
- Certification

## **Course Content**

The course is divided up into seven units, as follows:

### **1: Reception Skills**

- General reception skills
- Duties of a Medical Receptionist
- Telephone skills
- Customer service
- Making and recording appointments

### **2: Office Administration**

- Record keeping
- Communications
- Time management

### **3: Technology**

- Typing and keyboard skills
- Microsoft office software
- Common medical software

### **4: Medical Terminology**

- Origins of structure and medical terms
- Composition of medical words
- Terminology of body structures, systems, diseases and conditions
- Titles, professional qualifications and professional bodies
- Eponyms, acronyms and abbreviations in common use

### **5: Working with Medicines**

- Drugs awareness
- Legislation governing medicines
- Medicines

- Controlled Drugs
- Drugs disposal

## **6: Hygiene**

- The importance of hygiene
- How to maintain hygiene standards
- Cleaning for infection control
- Waste disposal for infection control
- Health care associated infections

## **7: Confidentiality**

- The need for confidentiality
- The legal position
- Best practice
- Other legislation associated with record keeping