

Medical Administration Intermediate (Level 2)

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This apprenticeship develops the knowledge, skills and behaviours required for medical administration roles including communicating effectively, writing letters and recording medical notes, making and receiving telephone calls. You will learn about using electronic messaging systems and office equipment, working in a team and developing complementary technical skills according to your job role.

Why study this course?

- Do you want to progress in medical administration?
- Is there a requirement for you to help your organisation work more effectively in providing high quality administration?
- Do you currently have a role that would allow you to develop the skills and knowledge within this qualification?
- Do you currently work in a medical administration role but are not yet qualified?

Who is the course aimed at?

There are a number of job roles that apply to medical administration intermediate apprentices. These will include job role such as:

- Medical receptionist
- Junior medical secretary
- Hospital/GP administrator

What you will study

The L2 Diploma in Medical Administration covers a range of skills in:

- Managing personal performance and development
- Developing working relationships with colleagues
- Medical Terminology
- Administration and communication skills in a medical environment
- Working in the National Health Service
- Medical principles of the administrator

Knowledge and Skills you will develop

- Learning and understanding the key concepts of medical administration and how to apply knowledge and skills in the workplace
- Communicating with colleagues, medical professionals and patients
- Storing and retrieving paper and electronic records
- Working in a team
- Medical principles and terminology

Behaviours you will develop

Working in a medical administration environment requires good communication skills, teamwork skills, interpersonal skills and the ability to improve own learning and performance

Entry requirements

You will need to complete initial assessments in maths and English and take part in an interview with a member of our Assessment Team.

You will need to be working in a medical environment that will provide you with the opportunities to learn and develop administration skills.

How long will it last?

12 - 18 months

How will it be delivered?

- The Diploma will be delivered in your workplace on a one-to-one basis with your assessor. This will be assessed through the completion of a portfolio of evidence.
- The Medical Units will be delivered during a 24 week course at College or workplace, 2 hours per week. This will be achieved by passing City and Guilds written tests.
- Maths, English and ICT development will be delivered on a flexible basis to suit the Apprentice and employer.
- Employment Rights and Responsibilities will be embedded into the above qualifications' delivery.
- You and your employer must demonstrate a commitment to off the job training to support completion of this apprenticeship

Qualifications gained

- Level 2 Diploma in Medical Administration
- Level 1 Functional Skill in Mathematics (if required)
- Level 1 Functional Skill in English (if required)
- Level 1 Functional Skill in ICT
- Working towards Level 2 English and Mathematics

Progression to further study

- Intermediate Apprentices, with support and opportunities in the workplace, can progress onto:
- Advanced Apprenticeship in Business and Administration – general administrative or medical pathways
- Advanced Apprenticeships in Customer Service or Management
- Further education to undertake a range of business and other medical related further education programmes for Medical Administrative Secretaries, Medical Office Managers and Medical Records Transcribers

Further details

Further details on this framework can be found at:
www.afo.sscalliance.org/

Who to contact?

For more information about apprenticeships, funding and training, please contact our Business Development Team on 01704 392817 or email on employer@southport.ac.uk

Apprenticeships at Southport College