

## MEDICAL & CLINICAL ADMINISTRATION COURSE – LEVEL 3 AWARD



The **Medical & Clinical Administration - Level 3 Course** is designed for students who wish to gain a recognised qualification to enable them to begin work or improve their career in Medical Reception and Medical Administration roles.

### Objectives:

#### At the end of the course you will be able 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.

On successful completion of the course you will receive a nationally recognised level 3 award (Comparable to working at A Level or NVQ Level 3).

**Price:**  
£250.00

**Instalment Options:**  
You can spread the payments for this course over 4 monthly payments. 1 initial payment of £100.00, followed by 3 monthly payments of £50.00.

**Course Format:**  
Paper Based Course Materials

**Assessment:**  
Coursework

**Approximate Study Time:**  
80 Hours of Self Study

### The Course Includes the Following Units:-

#### ➤ **Unit One – Reception Skills**

The following topics are covered: General reception skills; Duties of a Medical Receptionist; Telephone skills; Customer service; and Making and recording appointments.

#### ➤ **Unit Two – Office Administration**

The following topics are covered: Record keeping; Communications; and Time management.

#### ➤ **Unit Three – Technology**

The following topics are covered: Typing and keyboard skills; Microsoft office software; and Common medical software.

#### ➤ **Unit Four – Medical Terminology**

The following topics are covered: Origins of structure and medical terms; Composition of medical words; Terminology of body structures, systems, diseases and conditions; Titles, professional qualifications and professional bodies; and Eponyms, acronyms and abbreviations in common use.

## ➤ **Unit Five – Working with Medicines**

The following topics are covered: Drugs awareness; Legislation governing medicines; Medicines; Controlled Drugs; and Drugs disposal.

## ➤ **Unit Six – Hygiene**

The following topics are covered: The importance of hygiene; How to maintain hygiene standards; Cleaning for infection control; Waste disposal for infection control; and Health care associated infections.

## ➤ **Unit Seven – Confidentiality**

The following topics are covered: The need for confidentiality; The legal position; Best practice and Other legislation associated with record keeping.

### **Pre-Requirements:**

There are no particular entry requirements.

### **Course Duration & Support:**

Students may register at any time and have a full year to complete their studies. You also have access to a personal tutor by mail or email for a 12 month period. As the course is self study you can complete in as little or as long a time as you prefer.

### **Assessment:**

You will be assessed on coursework which is detailed in the course materials. Most coursework consists of short paragraph answers to set questions. Your work can be sent back to your course tutor by email or by post.

### **Qualification:**

The award is gained from successfully completed coursework so there is no exam to complete.

On successful completion of this course, students will receive a **Level 3 Medical & Clinical Administration Award**.

This award has been independently accredited at a level of learning equivalent to level 3 on the National Qualifications Framework (NQF) and is comparable to working at A Level or NVQ Level 3.



The award is issued through NCFE. NCFE is recognised as an awarding body by the qualification regulators ('regulators') for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.