



AMSPAR

# **Level 2/3 Certificate/Diploma in Medical Administration and for Medical Secretaries (4419)**

## **Assessment guide for Assignments and Work Experience**

Instructions for assessors and candidates

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## About AMSPAR

AMSPAR is The Association of Medical Secretaries, Practice Managers, Administrators and Receptionists. It was established in 1964 with the aim of creating and promoting appropriate qualifications, initially for those working as medical secretaries and subsequently for medical receptionists, administrators and practice managers.

AMSPAR works with City & Guilds, the UK's leading vocational awarding body, to provide a range of nationally recognised qualifications suitable for delivery as either full or part time study programmes. AMSPAR qualifications at Levels 2 and 3 are included in the 14 - 19 Diploma as additional / specialised learning.

## AMSPAR website

Website	Address	Purpose and content
AMSPAR main website	<a href="http://www.amspar.com">www.amspar.com</a>	This is the main website for finding out about qualifications offered by AMSPAR, accessing membership information and the discussion forum

## Contacting AMSPAR by email

Please do not send urgent or confidential information to AMSPAR by email

email	Query types
<a href="mailto:info@amspar.com">info@amspar.com</a>	General enquiries

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AMSPAR

# **Level 2/3 Certificate/Diploma in Medical Administration and for Medical Secretaries (4419)**

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# 1 Guidance for assessors

## Certificate/Diploma in Medical Administration and for Medical Secretaries

### Introduction

City & Guilds have redeveloped the Level 2/3 Certificate/Diploma in Medical Administration and for Medical Secretaries qualifications in collaboration with AMSPAR (the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists) to offer a more flexible, unitised and updated suite of qualifications that provide candidates with the understanding, knowledge and skills that will meet the special administration support needs of a range of health care providers such as general and medical and dental practices, hospitals, opticians and health authorities.

These qualifications are Vocationally Related Qualifications (VRQs) and are accredited as part of the Qualifications and Credit Framework (QCF).

This Assessment guide should be read in conjunction with the 4419 qualification handbooks which contain full details of centre and candidate requirements, unit content and additional information. These are available as free downloads from [www.cityandguilds.com](http://www.cityandguilds.com).

Full details of examination procedures, dates, times and deadlines for entering candidates for the tests can be found in the [City & Guilds catalogue](#).

### Qualification structure and rules of combination

Rules of combination are used to define the structure of qualifications. The rules of combination specify the credits which must be achieved through a particular combination of units to gain a full qualification.

This section provides information about the full qualifications which may be awarded to candidates successfully completing the required combinations of units and credits for Levels 2 and 3, as shown in the tables overleaf.

## Level 2 Certificate/Diploma in Medical Administration

Unit number	Unit title and (level)	Credit value	Assessment components required	
1	Medical Terminology (2)	6	4419-220	Externally set and marked written test.
2	Medical Principles for the Administrator (2)	9	4419-221	Externally set and marked written test.
3	Administration Skills in a Medical Environment (2)	9	4419-222	Assignment
4	Communication Skills in a Medical Environment (2)	7	4419-223	Assignment
5	Working in the NHS (2)	8	4419-224	External test
6	Work Experience in a Medical Environment (2)	5	4419-225	Mini portfolio of work placement evidence eg observation, work products, personal statement, diary
7	Spreadsheet Software (1)	3	4419-801	7266-003 e-Quals 07Assignment
8	Database Software (1)	3	4419-802	7266-004 e-Quals 07Assignment
9	Presentation Software (1)	3	4419-803	7266-006 e-Quals 07Assignment
10	Word Processing Software (2)	4	4419-804	7266-022 e-Quals 07Assignment
11	Spreadsheet Software (2)	4	4419-805	7266-023 e-Quals 07Assignment t
12	Database Software (2)	4	4419-806	7266-024 e-Quals 07Assignment
13	Presentation Software (2)	4	4419-807	7266-026 e-Quals 07Assignment

### 4419-01 Level 2 Certificate in Medical Administration (500/6778/3)

The candidate must achieve **31 credits** overall by completing assessments 220, 221, 222 and 223.

### 4419-01 Level 2 Diploma in Medical Administration (500/6994/8)

The candidate must achieve a minimum of **42 credits** overall by completing assessments 220, 221, 222 and 223 (31 credits) **plus** a minimum of 11 credits from any of assessments 224, 225, 801-807.

### Level 3 Certificate/Diploma in Medical Administration/for Medical Secretaries

Unit number	Unit title and (level)	Credit value	Assessment components required
1	Medical Terminology (2)	6	4419-220 External test
2	Medical Principles for the Administrator (2)	9	4419-221 External test
3	Medical Administration (3)	9	4419-331 Assignment
4	Managing Communication in a Medical Environment (3)	8	4419-332 Assignment
5	Medical Word Processing and Audio Transcription (3)	13	4419-333/4 Assignment x 2
6	Medical Terminology (3)	14	4419-330 External test
7	Legal Aspects of Medical Administration (3)	7	4419-335 External test
8	Work Experience in a Medical Environment	5	4419-225 Portfolio of evidence
9	Spreadsheet Software (2)	4	4419-805 7266-023 e-Quals 07Assignment
10	Database Software (2)	4	4419-806 7266-024 e-Quals 07Assignment
11	Presentation Software (2)	4	4419-807 7266-026 e-Quals 07Assignment
12	Spreadsheet Software (3)	6	4419-808 7266-043 e-Quals 07Assignment
13	Presentation Software (3)	6	4419-809 7266-045 e-Quals 07Assignment

#### 4419-02 Level 3 Certificate for Medical Secretaries (500/6699/7)

The candidate must achieve **32 credits** overall by completing assessments 220, 221, 331 and 332.

#### 4419-02 Level 3 Diploma in Medical Administration (500/6777/1)

The candidate must achieve a minimum of **49 credits** overall by completing assessments 221, 331, 332, 333 and 334 (39 credits)

**plus** a further 10 credits from

Unit 6 (14 credits)

**or**

Unit 1 (6 credits) and a minimum of 4 credits from any of Units 7-13.

## Centre/qualification approval

Centres wishing to offer City & Guilds/AMSPAR qualifications must gain prior approval.

New centres must apply for centre and qualification approval.

Existing City & Guilds centres will need to get specific qualification approval to run these qualifications. See fast-track arrangements in the qualification handbook.

Full details of the process for both centre and qualification approval are given in *Providing City & Guilds qualifications – a guide to centre and qualification (scheme) approval* which is available on the City & Guilds centre toolkit, or downloadable from the City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com).

City & Guilds reserves the right to suspend an approved centre, or withdraw approval from an approved centre to conduct a particular City & Guilds qualification or qualifications, for reasons of debt, malpractice, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications, or that may prejudice the name of City & Guilds.

## Assignments

This guidance should be read in conjunction with specific guidance in each assignment.

For specific information on e-Quals 07 assignments, assessments 801-809, refer to the e-Quals assignment guide on our website, under section **e-Quals 07 (7266)**.

Each assignment will provide opportunities for candidates to be assessed on a sample range of the content required for the unit. Assignments consist of several tasks. Assessors are required to administer and mark assignments to the criteria set. Evidence generated should be available to the external verifier for scrutiny, as per the normal visit or when requested. Appendix 4 has an example of a candidate action plan that assessors can use or adapt to provide general feedback on the candidate's work.

Assessors should ensure that candidates are aware of the standard they have to reach to achieve a pass, but should not show them the specific marking and grading criteria.

## Completion of assignments

Assessors will decide when each candidate should complete an assignment and will be expected to organise the assignments according to the requirements of the candidates and the course.

Candidates can expect a reasonable amount of guidance on how to organise themselves in order to:

- accomplish tasks
- check that the evidence of the required underpinning knowledge has been produced.

Assessors are strongly advised to check and familiarise themselves with the requirements and feasibility of each assignment before it is issued to candidates.

Appendix 4 contains examples of documents that assessors may use to record the assessments the candidate has completed and may be used within your internal quality assurance process. They are

examples only and you may wish to alter them to suit your existing documentation. Appendix 4 includes a form which can be used as a tracking document regarding internal verification/quality assurance checking. The IV/QAC can initial and date next to those candidates he/she has sampled in red.

Whatever method you use to ensure quality checks are taking place, please send a copy of your proposed system to your external verifier.

### **Equipment/ resources required**

Each assignment will detail the equipment and resources required to complete the particular assignment. Please note for 4419-334 Medical Audio assignment centres will require access to Audio facilities. Audio files are provided in **MP3, WAV and CDA formats**.

### **Grading of assignments and units**

Each assignment is graded as either Re-sit, Refer, Pass, Merit, Distinction in accordance with the grading criteria for the assignment.

- Generic marking and grading criteria is provided for the Medical Word Processing and Audio Transcription assignments 333 and 334 in Appendix 3.
- Specific marking and grading criteria is provided for all other assignments.

There is no overall qualification grading.

### **Time allowance for assignments**

All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and internal marking of individual assignments.

Time allowances have been allocated for each assignment, and form part of the marking criteria. Should assessors find that the permitted time for an assignment is considerably at a variance with the time taken by candidates, they should contact their external verifier in the first instance, who will advise accordingly and feed this information back to City & Guilds where appropriate.

The assignments are to be completed during a timed assessment period, which must be supervised. Candidates may sit an assignment in separate sessions providing the centre collects all work at the end of each session and ensures it is kept in a secure place until the next session. The centre must also keep a record of the timing of each sitting and any breaks taken. Some variances for certain assessments follow:

The Medical Word Processing assignments 4419-333 Text Production and 4419-334 Audio Transcription **must** be completed during a timed **continuous** assessment session under controlled conditions.

Assignments 222, 223 and 321 are made up of two sections, A and B, however there is no time allowance given to each section and the assignments should not be administered in two parts. The candidate should be permitted to complete the whole assignment in the overall time allowance stated.

An example witness statement form is given in Appendix 4 which should be used to testify that candidates who are on distance learning programmes/employer based have completed the assignment in the time recommended. Centre staff should guide candidates to ensure excessive evidence gathering is avoided. Marking criteria should **not** be shown to candidates until grading is complete. The marking criteria should **not** be given to candidates under any circumstances.

### **Opportunities to repeat assignments**

If a candidate fails only one task within an assignment they may repeat the whole task, however they will only be able to achieve a Pass overall for the whole assignment. Assessment variances are stated below:

For Assessments 222, 223 and 321 should a candidate be unsuccessful in section A then an alternative section A from another assignment should be taken. Refer to the 'guidance notes' on the Assignment paper.

A reasonable time should be allocated by the assessor for a candidate to repeat a task; this must be indicated on the assessment record. If a candidate fails more than one task they must take a re-sit assignment (alternative version downloadable from the City & Guilds website). It is at the centre's discretion as to whether they allow a candidate to take more than one re-sit assignment, taking into account the individual's circumstances, centre resources, time available etc.

Assessors should ensure that the candidate receives appropriate support before the candidate is allowed to retake the task/assignment. It is recommended that assessors should allow a minimum of seven days or alternative sufficient period of time before any task/assignment is retaken.

The assignments are summative assessment, and other than to gain a Pass, candidates may not retake tasks or assignments to improve grades. It is therefore essential that the assignments are not used as formative assessment and that candidates only attempt the assignments when they are judged to be fully ready. Should tutors/ assessors wish to prepare candidates for the assessments, they may devise their own material or use the sample assignments (downloadable from the City & Guilds website) and provide feedback on these.

### **Claiming certification**

Candidates must be registered at the beginning of their course. Centres should submit registrations via the *Walled Garden* or on electronic *Form S* (Registration), under the appropriate qualification number, eg 4419-01. Assignments successfully achieved should be claimed also using *Walled Garden* or *Form S* (Results submission); component numbers must be entered followed by P (Pass); M (Merit); D (Distinction). Results for the tests are issued automatically.

Only one Certificate of Unit Credit (CUC) will be issued for unit 5 Medical Word Processing and Audio Transcription, once both assignments have been completed.

Details on all procedures can be found in the *Directory of qualifications*, published by City & Guilds. This information also appears on City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com)

## **Health and safety**

The importance of safe working practices must always be stressed. Candidates have responsibilities for the safety of others as well as themselves. Anyone behaving in an unsafe manner must be stopped and suitable warnings given. A candidate should not be allowed to continue working on an assignment if they have contravened these requirements.

## **Data protection and security**

The centre should have available a copy of the Data Protection Act and bring its contents to the attention of candidates.

Centres should themselves ensure that all evidence produced by candidates is kept secure and that assignments are kept locked safely away until their use. It is the responsibility of the centre/assessor to ensure that the candidate taking an assignment/test is the correct person.

Ideally, centres should produce a written strategy outlining their procedures for ensuring the above takes place.

## **Keeping records**

The candidate records that the centre must hold as required for regulatory compliance purposes must include:

- candidate name
- date of birth
- particular assessment requirements
- organisation
- assessor(s) name
- quality assurance co-ordinator/programme co-ordinator's name
- date of registration
- candidate enrolment number
- qualification title and level
- progress records, including unit accreditation and qualification completion dates.

The assessment records that the centre must hold for three years as required for regulatory compliance purposes include:

- name of the candidate
- units/components assessed, types of evidence submitted, assessment methods used
- names of each assessor involved with the units/components
- dates on which the assessments took place
- assessment locations
- assessment decisions made
- assessment plans, review and feedback records, assessment judgements.

For more detailed information on keeping records please refer to the City & Guilds document, *Ensuring quality – policy and practice for externally verified/moderated assessment*, March 2008, available from the City & Guilds website.

## **Types of evidence**

Assignments are written in a way to encourage candidates to produce different types of evidence.

It is important that candidates ensure their name and enrolment number is on all items of evidence handed in.

## **Authenticity**

Centres are reminded to check for authenticity of work where candidates may be using text and the internet to complete tasks.

## **Quality assurance of assignments**

These qualifications are Vocationally Related Qualifications (VRQs) and do not imply occupational competence. Centres are required to establish a system of internal verification/scheme co-ordination to monitor assessors' decisions. This means that the work of assessors involved in the qualification(s) must be monitored by a quality assurance co-ordinator, to ensure that assessors are applying the standards consistently throughout assessment activities. Quality assurance co-ordinators/programme co-ordinators and external verifiers will sample candidates' work to ascertain whether the evidence for an assignment is complete, and to ensure that the allocation of grades by assessors has been fair and beyond dispute. It is for this reason that the signature of both the assessor and the candidate is required on the assignment mark sheet.

Assessors must ensure that candidates understand why a particular assessment decision has been reached. Where candidates do not feel that the assessment decision has been fair, they should have the opportunity to access the normal appeals/complaints procedure of the centre/learning provider in the first instance, and if this does not resolve the situation, of the awarding body.

Candidates' work may also be subject to external verification, which may be by a visit or by post.

There will normally be one external verification activity per centre, per year.

## **Guidance on qualifications/experience for trainers/learning providers**

Trainers/learning providers should be technically competent in the areas for which they are delivering training and should also have experience of providing training. This will be looked for at the approval stage and will be monitored by the external verification process.

Assessors should have recent relevant experience in the specific area they will be assessing.

Assessors need to have a greater level of experience and understanding than those they are assessing.

In addition, assessors must demonstrate the ability to mark assignments using externally set criteria.

While the A/V units are valued as a qualification they are **not** currently a requirement for assessors of these qualifications.

If a candidate's work is selected for external verification, samples of work must be available to the appointed external verifier.



An external verifier will visit the centre/learning provider and their role includes the following:

- ensuring that quality assurance co-ordinators are undertaking their duties satisfactorily
- monitoring internal quality assurance systems and sampling assessment activities, methods and records
- acting as a source of advice and support
- promoting best practice
- providing prompt, accurate and constructive feedback to all relevant parties on the operation of centre's/learning provider's assessment systems.

### **Policy on managing cases of suspected malpractice**

The policy on **Managing cases of suspected malpractice by centres and candidates** can be found on the City & Guilds website.

## 2 Guidance for candidates

The following are general instructions which should be followed alongside any specific instructions for each assignment.

- Before you start an assignment you should read the assignment text carefully. This will help you to understand how each task fits into the whole assignment.
- You should start each task on a fresh sheet of paper.
- On each sheet of paper you should type or write your name and enrolment number. Also add an appropriate name to your saved file or as instructed in the task.
- You are expected to check and correct spellings and to expand abbreviations where appropriate and may have access to the Abbreviations in Appendix 2 during the completion of your assignment.
- For all assignments, Medical and English Dictionaries can be used.
- For assignments **222** and **331** you **may** have access to research material **only if** research is part of the assignment. In this case, you may use any books, notes or other material to help you, but you must not copy word-for-word from any source. Under no circumstance must you copy someone else's work.
- You must complete **all** tasks before handing in your assignment to be marked.
- You and your assessor must sign each Assessment Record to verify that all the work contained in that assignment is your own.
- When all assignments and the external test/s have been completed to the required standard you will be awarded the Level 2/3 Certificate/Diploma in Medical Administration or for Medical Secretaries.

### Policy for appeals

The policy on *Reviews, appeals and complaints against assessments* can be found on the City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com).

### 3 Work Experience – Guidance for centres

#### 4419-225 Work Experience in a Medical Environment guidelines and requirements

Candidates may undertake their work experience at any time during their course. In order to enter for Unit 225 Work Experience in a Medical Environment, candidates must fulfil the portfolio of evidence requirements. Details of the completed work experience (Form 4419-225/WE, see Appendix 1) with the portfolio should be held by the centre for quality assurance purposes and made available to the external verifier, should they request it.

Work experience in a medical environment is a valuable learning opportunity and candidates should look at their work placement providers as potential employers and therefore demonstrate an appropriate and professional attitude at all times. Work experience is also invaluable for candidates already in post in a health care environment as a means of broadening experience.

Whilst on placement candidates must be made aware of the security regulations eg confidentiality, company policy, data protection that all employers expect their staff to comply with. In each working environment candidates should receive guidelines with regard to expectations relating to punctuality, reliability, accuracy, dress code and general performance.

#### Hours

Candidates should be allocated a work placement of 5 days or 30 hours, this can be on a part or full-time basis. It is not necessary to do the work experience in a single block, it may be undertaken in small blocks of time.

#### Setting/organisation

Work placements should be undertaken in a health care setting, where candidates have experience of patient contact, handling medical records, utilising communication skills and observing appointment procedures within hospital and primary care. Where primary care or secondary care placement proves difficult, other health care settings will be acceptable.

Areas for consideration:

- Ambulance Control Centres
- Community Health
- Community Health Councils
- Day centres for those with learning or physical disabilities or elderly persons
- Dental Practices
- General Medical Practices
- Elderly Care Units
- Family Planning Clinics
- Health Authorities
- Health Education Departments
- Hospitals
- Hospices
- Nursing Homes
- Opticians
- Pharmacies
- Prison Hospitals
- Private Hospitals
- Social Services Departments
- Specialised Clinics
- Well-Women Clinics
- Well-Men Clinics

### **Guidelines for the placement organiser and provider**

It is recognised that work experience providers have a valuable role in supporting candidates towards their Diploma. The time spent on placement puts their college work into perspective and helps develop professionalism. All candidates understand the need for confidentiality and will have been fully briefed by the tutors before embarking on a placement. They also understand the need to respect health and safety in the workplace.

The following areas of work and skills are key to the candidate's success in achieving their Diploma:

- Reception duties
- Greeting visitors and patients face to face; verbal and non-verbal communication
- Telephone skills
- Booking appointments, transmission of accurate messages, development of a confident professional telephone manner
- Filing systems
- Filing and retrieval of patients' notes/ correspondence/medical records; use of computerised and paper-based filing systems
- Appointment systems
- Use of diaries and planners either paper-based or computerised
- Working relationships
- Working as part of a team; contact with a range of key professionals; understanding when to refer a problem to a supervisor
- Additional areas

These will support the candidate's learning and enhance their experience:

- IT Skills
- Data input and word-processing as required
- Systems and resources
- Dealing with post and stock
- Observation of clinics
- Observation/assistance with reception

### **Guidelines for candidates**

Tutors should provide a copy of the guidelines to each candidate.

### **Assessment**

The work experience unit is assessed through a mini portfolio of evidence based on the candidate's work placement and is marked as either **Pass or Fail only**.

Candidates already working within a medical environment can choose to base their evidence on either their main work role or on their work placement.

### **Collecting evidence**

Evidence must show that the candidate has met the assessment criteria over the work experience period of time. The placement timing is important so that candidates will feel confident enough to try out their skills and knowledge in live situations, for example in responding to telephone calls. The candidate will need to be briefed ahead of their placement in how to approach the diary and statement tasks. The pieces of evidence will need to be presented in a mini portfolio; work will be authenticated by the tutor using the assessment sheets provided.

### **Essential items of evidence**

1. Diary recording daily tasks for a minimum of 5 days. Candidates should write approximately 120 words per day describing their tasks; this figure is for guidance only and candidates should not be penalised for exceeding it. Some will write economically while others will need to say more. A clear description is what is required.
2. Candidate individual statement to introduce and describe the organisation in which they worked (outcome 2).
3. Candidate statement to cover own progress and performance (outcome 5).
4. Work evidence: call log and two work products specified in outcome 5.
5. Confirmation form completed by work experience manager, supervisor or expert witness. For the candidate to pass, all criteria listed on the form must be confirmed and the candidate's progress described. There may be several witnesses (see alternative evidence below).
6. Guidance materials relating to the organisation and its procedures (outcome 4). The candidate's portfolio will need to include a sample from the guidelines they followed relating to security and confidentiality of information and health and safety. This could be as little as a page, for example an induction agreement.

For outcome details refer to the Evidence table (*see Appendix 1*).

### **Alternative evidence**

Knowledge questions have been provided to supplement or as an alternative to the candidate's individual statement to help them describe their organisation (outcome 2).

**Witness testimony** from a colleague or additional supervisor (one or several shorter statements from an expert witness). This may be needed to support the confirmation form, for example where the candidate has been placed in more than one work station or department and supported by different colleagues. This statement would be the equivalent to the section on the confirmation form headed 'Additional comments in support of the candidate'.

### **Tutor observation**

This can also be used to support the confirmation form. A typical situation would be if a tutor visits the placement and is in the best position to confirm an activity required by the confirmation form. A tutor observation is not essential.

### **Assessment sheets**

These have been provided for assessment of the diary, individual statement describing the workplace, and personal progress statement. Please tick to confirm that all the essential requirements have been covered and then add comments on the quality of the diary, statement or questions.

## 4 Work Experience – Guidance for candidates

### 4419-225 Work experience in a Medical Environment

#### Guidelines for candidates

Work experience is a valuable part of your programme. Although you may be nervous at approaching a potential employer for the first time, you should see this as a chance to succeed. Set yourself a challenge, and on behalf of City & Guilds/Amspar, your centre and for yourself, aim for the highest professional standards in everything you do.

#### Preparation for work experience

It is a good idea to visit the work placement in advance to introduce yourself, so you may wish to telephone in advance to make an appointment. The visit will help you to:

- assess the length of your journey and how much time it will take
- meet your future colleagues and supervisor to build a rapport
- check out the dress code – whether staff dress formally or casually – and if there is a preferred colour or uniform
- agree hours of work
- plan carefully – for example you can notify them of any absence
- introduce your work experience assessment.

#### During the work experience

Aim for a very high standard in your communication with patients, colleagues and your supervisor, both on a one-to-one basis and as part of a team.

- Even if you are unsure, try to build your confidence: volunteer for tasks and ask if you can help.
- Show a professional attitude; if you have to be absent for any reason, let the work placement and your tutor know early on the day in question.
- Keep a diary; your tutor will be contacting or visiting you to review your progress and work completed. This is also the chance to resolve any difficulties.
- You may be observed or assessed in the work place and should receive feedback on your performance. Do ask for an opportunity to discuss points of criticism – both positive and negative. This is a part of your personal development.
- For your own safety and security and also to maintain the rights and well-being of others, ensure that you are absolutely clear about the placement's policy and procedures on:
  - health, safety and security
  - confidentiality
  - data protection.
- Ensure that you have completed or collected any documentation required by your tutor before you leave.
- Thank the team for their support – either in person or prepare a letter on returning to college.
- Keep contact information in case you wish to enquire about future work or a reference.

If you work hard and are successful, your achievement will reflect well on you, your centre and future City & Guilds/Amspar candidates.

## **Candidate guidance on completing the work experience unit**

To achieve the unit, you will need to complete a minimum of 30 hours or 5 days on placement. This may be your first work experience or it can be your current job as a medical receptionist/administrator.

There are four tasks for you to complete:

1. Diary for the work experience.
2. Description of the workplace - individual statement (you may answer questions as an alternative).
3. Personal statement describing your progress.
4. Work Evidence:  
Telephone call log to complete.  
Samples of your own work while out on placement.

In addition, you will need to provide a 'witness confirmation' and keep copies of key documents. The notes below explain the different tasks and the evidence you will need.

### **Diary**

During the placement you should keep a record of the different tasks you undertake for each of the 5 days. It might be helpful to jot down notes at the end of each day or even half day so that you don't forget examples of your work and then describe the day in full at a later date.

If the placement is based in different offices or work stations, you should mention the location, what the task was, the equipment used, who you dealt with, if you were working with a colleague, observing or working independently and how long you spent (for example the whole of morning surgery, an hour dealing with the post.)

A diary is an individual account so you can say whether you enjoyed the task, if it was interesting, or simply if it was all in a day's work but your comments should be professional. It is anticipated that you will write about 120 words on average for each day.

### **Checklist**

Your diary record may be similar for each day – or every day might be different. When you are writing up the 5 days, you should use the checklist below to see that you have mentioned everything:

Have you included:

- dealing with face-to-face situations?
- answering the telephone?
- the people you worked with (eg practice nurse, secretary, patients/carers)?
- the work tasks set you were set?

Have you described:

- a situation when you helped a colleague?
- how you kept colleagues informed of your progress?
- the equipment you used and how you made sure you used it safely?
- the resources you used eg stationery?

## **Description of the workplace – Individual statement**

The work experience evidence has to include a description of the organisation where you were based. You may need to ask questions or collect information first. The description should introduce the workplace and the area in which it is located, what it does, the staffing and your job role. To complete this task, you can either write your own individual description or provide written answers to the questions provided (see page 33). An organisation chart or practice leaflet can be included to support what you say but they must be referred to in your description or answers. Your Tutor will advise you on this.

## **Personal statement describing your progress**

The work experience unit requires you to work with other people and to complete tasks set. You should write a short conclusion on the week, commenting on your progress, confidence, how you related to others, what you learned and any successes. Achievements might be in communication, telephone skills, using the systems or producing documents. You should include a particular example of where you helped or supported a colleague or team member.

It is important to show where you took on a new challenge or task and succeeded – perhaps where you did not expect to. There may also be some areas for further development that you noticed. Your statement should be 200-250 words (the content is more important than worrying about the word length).

We appreciate that not all work experience placements will give the same opportunity for learning and for making progress. You should not be worried if a fellow candidate has had more opportunities in their placement; this unit is about using the opportunities you are given and thinking about how to make progress yourself.

## **Checklist**

Have you:

- Described how you listened to and received instructions?
- Given an example of an activity or situation which presented a new challenge or special difficulty and described how you responded?\*
- Described working on a range of tasks presenting different challenges?
- Given examples of your successes?\*
- Described how you worked to complete a task on time?

\*A suitable example here might be your communication skills when dealing with patients and colleagues.

## **Work evidence**

### *Telephone log*

A sheet has been provided (see page 32) for you to keep a record of the calls you take or make. To meet the criteria you only need to have taken incoming calls (although there is space for you to note down any outgoing calls you make, if you wish). Sample telephone messages can be kept to support the log (see also work samples section below).



### *Samples of work*

You will need to collect:

Any two final completed pieces of work from:

- telephone message, memo or email you have written\*
- template used/skeleton letter
- form or list completed by you \* (eg clinic appointments, home visit list, outpatient bookings, ambulance bookings, appointment cards)
- word processed document containing medical information produced by you eg patient information sheet, notice, dietary advice, choose and book information.

\*These do not have to be substantial pieces and do not have to be word processed. Items may need to be edited to maintain confidentiality.

### **Witness confirmation**

The work placement supervisor, manager or a colleague can act as your expert witness and must sign to confirm the week's work. He/she will need to confirm that you have:

- provided accurate, clear and structured information to other people
- responded appropriately to incoming telephone calls
- used appropriate tone, language and body language when dealing with visitors and colleagues
- treated work colleagues with honesty, respect and consideration
- helped and supported other people in their work
- followed organisational requirements in relation to security of information and patient confidentiality
- followed basic health and safety guidelines
- completed work to agreed standards and timescales
- used technology, equipment and resources in a safe and efficient way.

There is a confirmation form for this with a section for your supervisor to write a statement to support you. Other colleagues and your tutor may wish to add further statements to confirm what you have achieved.

### **Key documents**

You should also keep copies of any guidelines (for example relating to health and safety or confidentiality) you were expected to follow. These should be placed alongside your other tasks in your portfolio. You may also need to refer to an organisation chart or practice/departmental leaflet when describing the organisation in your statement or questions.

### **Accuracy**

Your diary and statements do not have to be error free, but it is important that the descriptions of what you did are clear to the reader. The evidence in the portfolio should be organised, labelled and professionally presented.

## Appendix 1 Work Experience forms

**Evidence table**

<b>Outcome</b>	<b>Assessment criteria</b>	<b>Possible Forms of Evidence</b>
<b>1</b> Be able to communicate with other people in a medical environment.	<b>1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7</b>	Call Log ( template) Confirmation form Diary Work products: <i>eg Message pad/emails</i> <b>Additional evidence:</b> Witness testimony (supervisor or colleague) Tutor observation
<b>2</b> Understand the medical organisation/setting in which they work.	<b>2.1, 2.2, 2.3, 2.4</b>	Individual statement in which the candidate outlines the organisation, its structure and their role. Candidate answers to set questions on the organisation Reference to an organisation chart to support this Diary recording daily activities
<b>3</b> Be able to work with other people.	<b>3.1, 3.2, 3.3, 3.4, 3.5</b>	Confirmation form Candidate diary entry highlighting an example of how they helped a colleague Candidate own progress statement <b>Additional evidence:</b> Witness testimony (supervisor/colleague) Observation by tutor
<b>4</b> Be able to follow agreed guidelines, procedures and codes of practice in a medical environment.	<b>4.1, 4.2, 4.3, 4.4, 4.5</b>	Confirmation form Copies of policies/key guidelines followed to support this <b>Additional evidence:</b> Witness testimony from supervisor/colleague:
<b>5</b> Be able to improve own performance in a medical environment.	<b>5.1, 5.2, 5.3, 5.4, 5.5, 5.6</b>	Confirmation form Diary recording progress with daily tasks Own personal statement describing progress and development Work products from: <ul style="list-style-type: none"> <li>• Email, memo or telephone message</li> <li>• Template used/skeleton letter</li> <li>• Form or list completed</li> <li>• Word processed document eg short report or medical information</li> </ul> <b>Additional evidence:</b> Witness testimony from supervisor/colleague

## Assessment sheets

### Sheet 1: Candidate diary

Candidate name	Centre name
Date of work experience	Work Place
<p>The candidate's diary will link to all learning outcomes</p> <p>1 Be able to communicate with other people in a medical environment</p> <p>2 Understand the medical organisation/setting in which they work</p> <p>3 Be able to work with other people</p> <p>4 Be able to follow guidelines, procedures and codes of practice in a medical environment</p> <p>5 Be able to improve own performance in a medical environment</p>	
<b>Range details: the candidate has recorded:</b>	<b>Diary includes:</b> (Tick to confirm)
Examples of face-to-face situations eg reception work	
Examples of telephone work	Telephone log completed
The people with whom they communicated: Manager/supervisor Work colleague Medical staff – doctor, nurse or diagnostic staff Patients and their carers	
Where they answered routine questions, for example opening times, information about services to patients or appointments, when a colleague might be available.	
Information sources used to answer queries for example diary, practice leaflet, intranet, induction manuals, guidelines, incoming mail	
An example of when they helped/supported a colleague	
Work tasks set, taken from: routine administration, answering the telephone, passing on messages, receiving patients and visitors, word processing	
Progress with tasks, for example keeping colleagues informed	
Equipment used to include any 2 from: Photocopier, scanner, fax, computer printer Resources used: stationery, office consumables	
Tutor/assessor comments on the diary	
Signed	Date
Tutor/assessor's name	Job title

## Sheet 2: Individual statement and/or questions describing the organisation

Candidate name		Centre name	
Date of work experience		Work Place	
<b>Learning outcome: 2 Understand the medical organisation/setting in which they work</b>		<b>Confirmation (Please indicate how the criteria were met)</b>	
<b>Assessment criteria</b>	<b>Range details: the candidate has described:</b>	<b>Individual statement</b>	<b>Questions</b>
2.1 Describe the organisation's function and purpose	The type of organisation, the area and population where it is located, its size, departments (where applicable) staffing and what service it offers to patients.		
2.2 Explain how the organisation links with other organisations and healthcare facilities	Links to other teams or departments		
2.3 Describe own team and its role within the organisation	Team members, team purpose and structure		
2.4 Describe how own role contributes to the organisation	The tasks important to their role		
Tutor/assessor comments on the candidate's statement/questions			
Organisation chart/practice leaflet supplied (if referred to) <input type="checkbox"/> <input checked="" type="checkbox"/>			
Signed		Date	
Name		Job title	

### Sheet 3: Personal progress statement

Candidate name		Centre name	
Date of work experience		Tutor/assessor	
<b>Learning outcome</b> <b>5 Be able to improve own performance in a medical environment</b>			<b>Confirmation</b> (Tick to indicate that the criteria have been met)
<b>Assessment criteria</b>	<b>Range details: the candidate has described:</b>	<b>Personal progress statement</b>	
5.1 Agree working methods and standards to be achieved	Listening to and receiving instructions		
5.2 Agree realistic targets and an achievable timescale for work tasks	Tasks and targets set		
5.3 Show a willingness to take on new challenges	The candidate has given an example of an activity or situation which presented a new challenge or special difficulty and has described how they responded		
5.4 Take responsibility for own work	The candidate has described working on a range of tasks presenting different challenges eg routine administration, answering the telephone, passing on messages, receiving patients and visitors, word processing		
5.5 Prioritise tasks and manage own time	The candidate has referred to working to complete a task on time		
5.6 Complete work to agreed standards and timescale	Confirmed by workplace supervisor in confirmation document		
<b>Work products attached</b>	Evidence is to comprise any 2 work products from: Email, memo or telephone message. Template used/skeleton letter. Form or list completed. Word processed document eg short piece with medical information.		
Items maintain confidentiality			
Tutor/assessor comments			
Signed		Date	
Name		Job title	

### Work place confirmation

Candidate name	Centre name
Date of work experience	Work Place
30 hours/5 days completed Yes(tick here)	Supervisor/witness
<b>Criteria</b>	<b>Confirmation</b>
Provided accurate, clear and structured information to other people	
Responded appropriately to incoming telephone calls	
Used appropriate tone, language and body language when dealing with visitors and colleagues	
Treated work colleagues with honesty, respect and consideration	
Helped and supported other people in their work	
Followed organisational requirements in relation to security of information and patient confidentiality	
Followed basic health and safety guidelines	
Completed work to agreed standards and timescale	
Used technology, equipment and resources in a safe and efficient way	
Additional comments in support of the candidate (please comment in full on the candidate's progress and achievements in the workplace)	
Signed	Date
Name	Job title

## Evidence Summary

Tick to indicate all the types of evidence in the portfolio to support each learning outcome

Candidate name					Centre name					
Work placement					Tutor					
Learning outcome/ Evidence	Confirmation form from workplace	Diary recording daily tasks	Work product	Individual statement describing workplace	Questions	Personal statement on progress	Workplace guidelines	Call log	Colleague or supervisor observation(s) (additional)	Tutor/assessor observation(s) (additional)
1 Be able to communicate with other people in a medical environment										
2 Understand the medical organisation/setting in which they work										
3. Be able to work with other people										
4. Be able to follow agreed guidelines, procedures and codes of practice in a medical environment										
5. Be able to improve own performance in a medical environment										
I confirm that the evidence provided is a result of my own work:										
Candidate signature					Name			Date		
I confirm that the candidate has satisfied the criteria for this unit:										
Assessor signature					Name			Job title		Date

### Telephone Call Log

Candidate name			Organisation		
Date	Incoming	Outgoing	Purpose eg appointment request, change of appointment, prescription enquiry, internal or external enquiry.	Action eg message taken, booking entered/changed. Evidence attached.	Comments eg own thoughts on speech, confidence, help needed.

I confirm that I handled the above telephone calls in line with organisational standards and following its rules on confidentiality.

Candidate signature		Date
Witness signature	Job Title	Date



**Optional Assessment Sheet: Knowledge questions**

<b>Candidate name</b>	<b>Centre name</b>
Date of work experience	Work Place

**Learning outcome 2 Understand the medical environment in which you work**

[To be used alongside or as an alternative to the individual statement describing the organisation]

1 Where is your organisation located and whom does it serve?

.....  
.....  
.....

2. What is your organisation's aims and purpose?

.....  
.....  
.....

3. How does your organisation link to other organisations?

.....  
.....  
.....

4. What services does it offer to patients?

.....  
.....  
.....

5 What are the other job roles in your team?

.....  
.....  
.....

6. What are your main responsibilities while on work experience?

.....  
.....  
.....

7 How does your role contribute to the organisation?

.....  
.....  
.....

**I confirm that these answers are all my own work.**

Candidate signature	Name	Date	
Assessor signature	Name	Job title	Date

### 4419-225 Work placement log - example

Centre name

Centre  
number

Assessor/Tutor  
name

Assessor  
Signature

Date

Candidate name	ENR No.	Status	Number of days / hours required	WORK PLACEMENT SETTING		
				GP Dates, Hours & Address	HOSPITAL Dates, Hours & Address	OTHER Dates, Hours & Address
Jane Adams	ABC1234	FT	30 hrs	The Cedar Practice, Hill Street, 4 <sup>th</sup> -8 <sup>th</sup> Jan & 11 <sup>th</sup> -13 <sup>th</sup> Jan 2010 48 hrs	The Royal Infirmary, 12 <sup>th</sup> , 13 <sup>th</sup> & 16 <sup>th</sup> Feb 2010 18 hrs	The Willows Nursing Home, 7 <sup>th</sup> , 14 <sup>th</sup> , 21 <sup>st</sup> & 28 <sup>th</sup> April 2010 24 hrs
Sue Davis		PT	30 hrs	Drs Smith, Jones & Hayes, 22 Pit Road, 5 <sup>th</sup> -9 <sup>th</sup> & 12 <sup>th</sup> -16 <sup>th</sup> Jan 2010 60 hrs	Smithson Maternity Hospital 10 <sup>th</sup> - 14 <sup>th</sup> April 2010 6 30 hrs	

Work Placement duration: 5 days / 30 hours

**4419-225 Work placement log**

**4419-225/WE**

**Centre name**

**Centre  
number**

**Assessor/Tutor  
name**

**Assessor  
Signature**

**Date**

Candidate name	ENR No.	Status	Number of days / hours required	WORK PLACEMENT SETTING		
				GP Dates, Hours & Address	HOSPITAL Dates, Hours & Address	OTHER Dates, Hours & Address

Work Placement duration: 5 days / 30 hours

Retain with portfolio for verification purposes.

## Appendix 2      Abbreviations, spelling, amendment and correction signs

### General Abbreviations

You should be able to expand the following abbreviations and spell the words accurately:

abbreviation	spelling
AOB	any other business
approx	approximately
appt(s)	appointment(s)
asap	as soon as possible
dept(s)	department(s)
dr	doctor
immed	immediate(ly)
info	information
misc	miscellaneous
necy	necessary
opp(s)	opportunities
poss	possible
pt	patient
recd	received
yr(s)	year(s)
yr(s)	your(s)
days of the week:	eg Mon, Tues
months of the year	eg Jan Feb
words in addresses	eg Rd St Ave Dr Sq Cresc Pl Pk
complimentary closes	eg ffly sinclly

### You should be able to distinguish between words that are often confused eg

affect / effect	are / our	complement / compliment	dependant / dependent
enquiry / inquiry	ensure / insure	practice / practise	to / too
their / there			

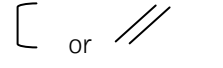



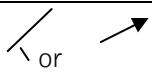

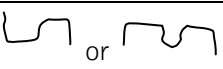

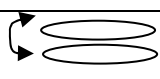

### and identify how to use the apostrophe for omission and possession eg

it is – <b>it's</b> not true it has – <b>it's</b> happened twice you/we/they are – <b>you're/we're/they're</b> welcome they/we have – <b>they've/we've</b> arrived early	it – the dog wagged <b>its</b> tail singular noun – the <b>girl's</b> dogs plural noun – the <b>girls'</b> dogs plural noun that doesn't end in 's' – the <b>men's</b> hats
---	--

## Medical Abbreviations

You should be able to expand the following abbreviations and spell the word(s) accurately:

<b>abbreviation</b>	<b>spelling</b>	<b>abbreviation</b>	<b>spelling</b>
A&E	accident and emergency	FBC	full blood count
abdo	abdomen/abdominal	FH	family history
AN	antenatal	GA	general anaesthetic
BaE	barium enema	GI	gastrointestinal
BaM	barium meal	GMC	General Medical Council
BMA	British Medical Association	H/O	history of
BMI	Body Mass Index	HRT	hormone replacement therapy
BP	blood pressure	Hx	history
C/O	complains of	ICU	intensive care unit
Ca	carcinoma/calcium	LA	local anaesthetic
CAT	computerised axial tomography	PALS	Patient Advisory and Liaison Service
CCU	coronary care unit	PCT	Primary Care Trust
CHD	coronary heart disease	SHA	Strategic Health Authority
CNS	central nervous system	IP	inpatient
CPN	Community Psychiatric Nurse	IV	intravenous
CPR	cardiopulmonary resuscitation	LFT	liver function test
CS	caesarean section	LSCS	lower segment caesarean section
CSU	catheter specimen of urine	NAD	no abnormality detected
CVA	cerebrovascular accident	ND	normal delivery
Cx	cervix	OE	on examination
DOH	Department of Health	OP	outpatient
D&V	diarrhoea and vomiting	OPD	outpatient department
DNA	did not attend	PCO	patient complains of
DNR	do not resuscitate	PH	past history
DOB	date of birth	PMH	past medical history
DU	duodenal ulcer	RTA	road traffic accident
Dx	diagnosis	TCA	to come again
ECG	electrocardiogram	TCI	to come in
EDC	expected date of confinement	TLC	tender loving care
EDD	expected date of delivery	USS	ultrasound scan
ENT	ear nose and throat		

<b>Amendment and correction signs</b>			
New paragraph		close up	
run on		leave a space	
insertion (with word above or balloon with arrow)		move to the right	
transpose horizontally or balloon with arrow		move to the left	
transpose vertically		Let it stand (stet)	----- (✓) in margin
upper case ie capital letter(s)	u/c	underscore ie underline	u/s
Delete		lower case	l/c

<b>Punctuation</b>			
<b>Punctuation marks used may include:</b>			
colon	:	full stop	.
semi-colon	;	question mark	?
hyphen (no space either side)	-	exclamation mark	!
dash (one space either side)	-	brackets	( )
apostrophe	'	asterisk	*
inverted commas	“ ”	oblique or solidus	/
comma	,	ampersand	&

## Appendix 3 Word Processing and Audio documents

### Medical Word Processing/Medical Audio Transcription Marking Scheme

The Advanced Medical Word Processing/Medical Audio Transcription assignments have been designed to develop and assess the candidates' ability to use word processing software to a standard that meets the requirements of employment, without supervision.

Assignments must be completed within the time specified.

Candidates will only be penalised once for repeated instances of the same error in a word regardless of the number of occurrences of the word throughout the assignment.

Failure to submit all printouts as required will result in an automatic Fail, with the exception of the screen print. Note the screen print is required to evidence the creation of folders and saving of files with the specified file names in the specified folders.

No penalty is incurred for candidate's failure to include their name, enrolment number and task reference on each document (header, footer or hand written) – but this is strongly encouraged.

Faults		Penalty
<b>Manage electronic files</b>		
	Folder(s) not created with specified name (one penalty per omission of folder or incorrect name)	1
	File not saved in specified folder or with specified name (one penalty per instruction)	1
<b>Produce medical documents</b>		
	Incorrect stationery used eg recalled letterhead/memo template not used as specified	1
	Omitted reference in letter (one penalty per omission)	1
	Special mark not indicated (eg URGENT, CONFIDENTIAL, enc) implied or specified (one penalty per omission)	1
	Omitted date in letters and memos (one penalty per omission)	1
	Omitted subject heading (one penalty regardless of number of words)	1
	Incorrect or omitted page numbering (including numbering of first page in letter) (one penalty per instruction)	1
	<i>Recipient(s) of extra copy/copies not shown (one penalty regardless of number of words)</i>	1
	<i>Routing of extra copies not indicated – tick, highlight etc (do not penalise if already penalised for recipient(s) not shown)</i>	1
	Failure to create a data file of variable data	FAIL
	Failure to create a master document	FAIL
	Merge codes not inserted (one penalty per code)	1
	Failure to complete merge points on merged document (one penalty per field)	1

Faults		Penalty
<b>Tables (one penalty per instruction)</b>		
	Table not created as instructed (eg wrong position, text not displayed as copy or instructed)	1
	Table not copied as instructed (eg wrong position, missing cells/rows/columns)	1
	Columns/rows not added/deleted as instructed	1
	Cells not merged/split as instructed	1
	Shading/borders not applied as instructed	1
	Cell contents not aligned as specified – including text direction	1
<b>Failure to follow instructions and amendment signs (one penalty per instruction not followed for each of the following)</b>		
	o new paragraph	1
	o run on	1
	o insertion (with caret) (regardless of the number of words)	1
	o insertion (with square bracket) (regardless of the number of words)	1
	o transpose horizontally	1
	o transpose vertically	1
	o upper case ie capital letters	1
	o delete text without replacement (regardless of the number of words)	1
	o delete text with replacement (one penalty for each incorrect word)	1
	o close up space	1
	o insert a space	1
	o stet (one penalty per incorrect word)	1
	o underscore ie underline	1
	o lower case	1
	Text not moved as specified (one penalty per instruction regardless of the number of words)	1
	Text not copied as specified (one penalty per instruction regardless of the number of words)	1
	Line spacing not set as specified	1
	Search and replace not carried out as instructed. (one penalty per instruction regardless of number of words)	1
	Failure to import a graphic	1
	Graphic not inserted as specified (eg wrong position) (do not penalise if already penalised for not inserting a graphic)	1
	Graphic not resized as specified (do not penalise if already penalised for not inserting a graphic)	1
<b>Failure to format text (as instructed or implied). One penalty per instruction not followed:</b>		
	Font style not as specified (ie sans serif/serif)	1
	Font size not as specified (or less than 10 or greater than 12 if no instruction)	1
	Emphasis not as instructed (including bold, italic, underscore, capitals ) NB emphasis used where not instructed will not incur a penalty	1
	Capitalisation not as specified (including initial capitals)	1
	Subscript/superscript not used as specified	1



Faults		Penalty
	Page border omitted or not as specified	1
	Borders and shading to paragraphs omitted or not as specified	1
	Document/text not aligned/justified as specified (left, right, centre, decimal alignment or fully justified)	1
	Leader dots not used as specified	1
	Drawing tools not used as specified	1
	Margins not amended as specified or less than 1.3 cm (within 3mm tolerance for each margin)	1
	Page break not inserted/removed as specified	1
	Text not indented from margins as instructed	1
	Numbered or bulleted list not created as specified	1
	Blank lines not inserted/deleted (or spacing above/below paragraph not increased/reduced) as specified	1
	Text not arranged in newspaper columns as specified	1
	Headers/footers not inserted as specified	1
	Symbol not inserted as specified	1
	Line spacing not changed as specified	1
	Automatic file name <b>and</b> path not inserted as specified (one penalty per assignment)	1
	Failure to use consistent spacing within and between similar items (eg before/after headings, between paragraphs) (NB no penalty for inconsistent spacing above or below sections in double or 1.5 line spacing)	1
	Failure to use a consistent layout and style for a variety of medical business documents	1
<b>Print documents</b>		
	Failure to print any document (with the exception of the screen print and * below)	FAIL
	Failure to print screen print - files and folders	1
	Failure to print in landscape	1
	<i>Extra copies for additional recipients not printed* (one penalty regardless of the number of documents involved)</i>	1
	Failure to produce the required number of merged documents* (one penalty regardless of the number of documents involved)	1
<b>Word Faults are:</b>		
	A penalty will be applied for every word fault where a word is any group of recognisable characters (eg date, telephone number, post code, measurement, time, etc) and includes the associated punctuation.	
	– An incorrect spelling of a word. (NB: a recognised alternative to UK spelling used <b>consistently</b> in a document will not be penalised)	1
	– A word added when not instructed to do so (an additional word)	1
	– A word not included when instructed to do so (a missing word)	1
	– The same word fault only incurs one penalty regardless of how many times it is repeated within a document	1
	– <b>One</b> penalty only will be given to any word containing more than <b>one</b> fault (eg <b>doct9r</b> )	1
	– An abbreviation which has not been expanded or expanded incorrectly (eg <b>yrs</b> , <b>sinclly</b> )	1

Faults		Penalty
	– An abbreviation which has not been retained ( <b>eg etc, NHS</b> )	1
	– A word in lower case which contains one or more incorrectly used uppercase characters ( <b>eg patieNt</b> )	1
	– A word which has an incorrect space within it ( <b>eg sep arate</b> )	1
	– A word which contains hand-written characters (except those unavailable on the keyboard)	1
	– A word which has no space after it	1
	– A proper noun which does not start with an initial capital	1
	– Post town which is not typed in capitals in addresses on letters	1
	– Failure to start a sentence with a capital letter	1
	– Failure to end a sentence with a full stop (exclamation mark or question mark)	1
	– Inconsistent display of items eg figures, times, dates, spellings, measurements, weights, etc, (one penalty per inconsistency)	1

### Results:

Results will be graded, Re-sit, Refer, Pass, Merit, Distinction.

## Medical Word Processing/Audio Transcription Grading Criteria

**4419-333 Text production assignments** must be completed during a 2 ½ hour period.

Re-sit	Refer	Pass	Merit	Distinction
<p>Any text production assignment with <b>two or more</b> tasks each having <b>8</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any text production assignment with any <b>one</b> task having <b>8</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> <li>• If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</li> </ul>	<p>No more than <b>7</b> errors/word faults per task.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>20</b> errors/word faults for the whole assignment.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>12</b> errors/word faults for the whole assignment.</p>

**4419-334 Audio assignments** must be completed during a 1 hour and 45 minutes period.

Re-sit	Refer	Pass	Merit	Distinction
<p>Any audio assignment with <b>two or more</b> tasks each having <b>8</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• A complete new assignment must be undertaken.</li> <li>• A full grade can be achieved on a re-sit.</li> </ul>	<p>Any audio assignment with any <b>one</b> task having <b>8</b> or more errors/word faults.</p> <ul style="list-style-type: none"> <li>• The task may be repeated.</li> <li>• A Pass grade only can be achieved on a referred assignment.</li> <li>• If the task is failed at the second attempt the whole assignment will be failed and a new re-sit assignment must be attempted.</li> </ul>	<p>No more than <b>7</b> errors/word faults per task.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>15</b> errors/word faults for the whole assignment.</p>	<p>No more than <b>7</b> errors/word faults per task <b>and</b> no more than <b>9</b> errors/word faults for the whole assignment.</p>

## Appendix 4 Assessor/candidate recording forms

### Summary of unit assignment achievements

#### Qualification: City & Guilds/Certificate/Diploma in Medical Administration/for Medical Secretaries

Level:.....

Candidate name:.....

Candidate enrolment number:.....

Centre name: .....

Centre number:.....

Unit number	Assignment title	Time taken	Date	Candidate signature	Assessor signature
Signature:				Date:	

Confirmation of achievement for which certification is requested

Where a **quality assurance co-ordinator** is signing off the achievements and confirming this candidate has completed prior to certification, they should sign and date where indicated.

If the quality assurance co-ordinator has also 'sampled' one or more of the candidate's evidence, the quality assurance co-ordinator should also initial against unit number in red.



### Candidate action plan

<b>Centre Name:</b>	
<b>Candidate Name:</b>	
<b>Course Title:</b>	

Task/ assignment	Action Points

<b>Assessor Name:</b>			
<b>Assessor Signature:</b>		<b>Candidate Signature:</b>	
<b>Date:</b>		<b>Date:</b>	

**Witness testimony**

**Certificate / Diploma in Medical Administration/for Medical Secretaries**

Level.....

Candidate name.....

Centre name and number .....

I hereby testify that the above candidate has carried out all the requirements of the following assignment within the recommended time allowance stated. I further testify that all work submitted is authentic and the candidate's own.

**Unit number**

---

Assignment title  
and tasks  
completed

---

Venue

---

Date

**Witness details**

Name .....

Position/Job title.....

Organisation/contact details .....

Candidate signature.....Date .....

Witness signature .....Date .....



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**Published by City & Guilds**  
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