

4419

**City &
Guilds**
Believe you can

BUSINESS SKILLS

MEDICAL ADMINISTRATION AND MEDICAL SECRETARIES

QUALIFICATION FACTSHEET

BUSINESS SKILLS

LEVEL 2 AND LEVEL 3 MEDICAL ADMINISTRATION AND MEDICAL SECRETARIES 4419

Framework Qualification	Credit	Fundable	GLH	QAN	City & Guilds number
Level 2 Certificate for Medical Administration	31	Yes	245	500/6778/3	4419
Level 2 Diploma for Medical Administration	42	Yes	325	500/6694/8	4419
Level 3 Certificate for Medical Administration	32	Yes	245	500/6699/7	4419
Level 3 Diploma for Medical Secretaries	49	Yes	325	500/6777/1	4419

Qualification aim	Qualification levels and definition	Progression routes
<p>Following close collaboration with the Association of Medical Secretaries, Practice Managers, Administrators and Receptionists (AMSPAR), these qualifications were designed for those wanting to provide administrative or secretarial support within the primary healthcare sector.</p> <p>They equip learners with the knowledge required to assist a professional healthcare team, while allowing them to gain specialist skills in areas ranging from database research to legal and communications.</p>	<p>The Level 2 qualifications are ideal for those new to the industry who are looking to gain a basic insight into the role of a medical administrator. Learners will gain experience in organising data, communicating with others and effective working, among other skills.</p> <p>Those on the Level 3 qualifications will ideally have some administrative experience and may be looking to change careers. Learners will gain a more complex understanding of administrative and secretarial duties, providing them with the confidence and skills needed for progression.</p>	<p>Learners are able to progress across the two levels of study. On completion of these qualifications they may choose to advance onto our Level 5 Certificate and Diploma in Primary Care and Health Management after being in employment or further training. Alternatively, learners have the option of taking one of our related qualifications in Business and Administration. The qualifications also act as a platform so learners can progress directly into employment.</p> <p>In addition, we also have a number of Higher Level qualifications offered through the Institute of Leadership and Management (ILM). www.i-l-m.com</p>

	Key features	Key benefits
Structure	For each qualification learners are required to take 4 mandatory units. Both of the Diplomas contain a number of optional units, including work experience.	<p>Mandatory units are identical across the suite to give learners on each qualification a clear and consistent understanding of their profession.</p> <p>The ability to select optional units allows centres to tailor the qualification to the individual needs of learners and therefore increases the overall learner engagement and retention.</p>
Assessment	<p>Learners are assessed through a combination of written tests and workplace assignments.</p> <p>The optional work experience unit is assessed through a mini portfolio.</p>	<p>Assessment is flexible to suit centre and learner needs, making the qualification widely accessible to learners of all abilities.</p> <p>Workplace assignments allow assessors to determine practical skills and competence. The mini portfolio, used to support work experience, allows learners to chart their progress, which adds to their overall sense of accomplishment.</p>
Support	Our extensive support package includes qualification handbooks, assessment guides and personal support.	<p>The free qualification handbooks provide centres and training providers with essential information such as assessment requirements and criteria for each unit.</p> <p>Personal support is available from the largest team of subject specific Quality Consultants, our Customer Relations Team and dedicated Business Managers.</p>

Reasons to choose City & Guilds	
We provide the skills employers need	No other awarding body has such high awareness levels among UK employers. By offering qualifications that link directly to the needs of the medical profession we are able to support growth and development in specialist administration skills.
Industry expertise	These qualifications were designed in partnership with AMSPAR in order to provide learners with the most up-to-date and relevant skills. The widespread recognition of the AMSPAR brand is something that will support learners throughout their careers.
Breadth of portfolio	We offer an extensive range of qualifications within Medical, Legal and Business Administration as well as related areas meaning you can seamlessly offer continuous progression with one awarding body.

For more information call +44 (0) 844 543 0000

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