



# Medical Secretary Diploma CQ10460

LEWIS COLLEGE LC

HOME STUDY WITH TUTOR SUPPORT – THE FLEXIBLE WAY TO LEARN

WHAT'S INCLUDED AND COURSE PROGRAMME

## Medical Secretary/Administrator Careers

Having a career as a Medical Secretary can be very rewarding – both financially and from a personal experience point of view.

All hospitals need skilled Medical Secretaries to work in their different departments, supporting doctors and consultants, medical teams and of course patients.

The role can be very diverse and a high level of communication with colleagues and patients is required. Being able to work under pressure and multi-task is the key, coping with a wide range of roles every day.

Medical Centres also need the support of Medical Secretaries and Medical Administrators. You would be working in a smaller team and supporting your community.

There is also the private sector where you could work in a private hospital or for a particular consultant.

Another area where Medical Secretaries have a role is working in medical research and for pharmaceutical companies as well as leading bodies such as NICE (National Institute for Health and Care Excellence) who are responsible for funding of clinical trials amongst other things.

No matter where you work as a Medical Secretary you will need to have the right skills to cope with the role. This course reflects the range of skills you would need to be able to apply for Medical Secretarial jobs in any one of the above sectors.

A key aspect of the role is to have knowledge of medical terminology to help you to prepare medical notes, letters and emails as these will contain reference to medical conditions, drugs and medical procedures.

In addition your secretarial skills will need to be of a high standard to cope with preparing medical letters, clinical documents, composing standard emails and letters and preparing documents from dictation using audio transcription.

Being able to use a range of MS Office programs is also essential. Excel is used to help run clinics as well as cover financial aspects of your department or medical centre; you will need to carry out research, prepare electronic presentations for in-house training sessions or your consultant's presentation at a medical meeting as well as use Outlook effectively for both email and personal information management.



Our Medical Secretary Diploma has been designed with the support and guidance of professional health practitioners currently working as Medical Secretaries or Administrators as well as those with a nursing background to encompass the full set of skills required to have a successful career as a Medical Secretary.



## What's Included!

Medical Terminology  
 Medical Documents  
 Medical Audio Transcription  
 Composing Medical letters and emails  
 Diary Management  
 Outlook for Email and PIM  
 Organising Business Meetings  
 PowerPoint – creating slide presentations  
 Professional Telephone and Communication Skills  
 Professional Customer Care Skills  
 Advanced Mail Merge  
 Spreadsheets and Charts  
 Internet and Web Research  
 Managing Workload  
 Maintaining Professional Working Relationships



## Lessons

You will access your course via our Lewis Learning Hub where the lessons are set out similar to web pages. Here you will be able to download courseware for future retention. You will have assignments to complete and submit to your tutors.

Lessons include learning underpinning knowledge for each topic, quizzes to embed the knowledge and designing templates for use in your job and for the assessment ie working documents you will find useful.

## Assessments

At the end of each module you will complete an Assessment. Most of these are untimed and reflects an office style approach following a range of instructions designed to develop your decision making and ability to relate to specific requirements.

There are timed exams for the business document modules which you can also complete at home. You can re-sit any exam free of charge.

The Medical Terminology exam is also a timed exam.



## Course Time Frame

The course is open for 16 months and depending on your chosen payment option, you can study as quickly as you wish or in keeping with your payment plan.

Some students study more one week and less the next – to fit in around your lifestyle.

You will easily be able to track where you are on the course as you progress.

## Tutor Support

Tutors will provide ongoing support throughout the course including individually marked work, further guidance and tuition as required. Feedback includes individual demonstration videos to cover a topic you may need further guidance on, worked examples as well as comments, screen prints and marked worked with comments included.

In addition to support through email, you will also have the opportunity to talk directly with your tutor through Skype or on the telephone. These sessions are pre-booked and enable you to talk through any questions/queries you may have.

We also use social media platforms such as Facebook and LinkedIn as an additional source of interacting with our students providing hints and tips, blogs, question and answer sessions, selected information that may be of interest etc.

We aim to respond to queries received by email the same day they are received – so you can carry on studying without delay. We provide feedback to submitted assignments within 2 working days and assessments are marked and feedback provided within 7 days.

You will also have a Course Mentor who is overseeing your progress on the course, providing guidance with regards to studying, careers advice as well as CV design and support whilst applying for jobs.

We also have a team of Assessors who will be with you when you are completing your assessments, providing feedback and guidance to help you complete your assessments to the required standard.

# Course Programme

## Medical Terminology

The main section of the course covers Medical Terminology. You will be looking at different components of medical words, root words and how to build common medical terms from this base knowledge.

You will be taking a trip around the body covering different terms for a range of conditions and related medication.

You can choose to sit the MT exam at home or sit for the additional external City & Guilds/AMSPAR Medical Terminology exam. Mock exams and full preparation for this external exam is included in the course. An exam centre is sourced by us and support in booking the exam. Entry fees are payable direct to the exam centre.

## IT Skills

The IT section covers key programs from Microsoft Office including Word, Excel, Outlook and PowerPoint to enable you to have the right skills to prepare business documents, communicate through email and use electronic personal information systems to help organise your workload. Finally, you will also learn how to create effective slide presentations for training, meetings and support documents as well as develop your research skills – essential for a top Medical Secretary role.

## Administration Duties

In this section of the course you will be learning how to develop diary management skills and organise business meetings for your team or line manager. You will also develop your ability to compose business documents and written communication to suit a range of different situations.



## Secretarial Skills

This section develops your ability to produce professional documents through developing design and layout skills, production rate and using advanced Word skills. You will also put into practice your Medical Terminology knowledge through medical audio transcription.

## Personal Development Skills

This section develops your ability to communicate effectively with colleagues and patients, prioritise your workload, develop effective working relationships and provide a professional customer service.

You will develop your questioning and listening skills and ability to communicate effectively both directly and through telephone calls.

## Text Books

Course fees include the following text books:

- Medical Terminology and Clinical Procedures by Mary Bird
- Concise Medical Dictionary - Oxford
- The Definitive Personal Assistant/Secretarial Handbook by Sue France

## NCFE (CQ) Awarding Body



This qualification has been accredited by NCFE Customised Qualifications and The CPD Accreditation Group.



NCFE are an awarding organisation recognised by the qualification regulators Ofqual. Please see our website for further details about NCFE and accreditation.

Upon successful completion you will be awarded the:

## Medical Secretary Diploma Level 3 NCFE CQ10460

City & Guilds/AMSPAR 5519-12 - Medical Terminology Award (Level 2) (Option)

CQ10464 - Teeline Shorthand Diploma (Level 3) - Additional Option/cost

Certificates are issued by NCFE and The CPD Accreditation Group and City & Guilds for those sitting the external exam.