

PROSPECTUS

UNITS

IT, Administration and PD

Outlook – Email and PIM
Excel – Spreadsheets and Charts
PowerPoint – Electronic Presentations
Internet Browsing Software
Business Meetings and Minute Taking
Diary Management
Composing Medical Letters and Emails
Medical Documents
Advanced Mail Merge
Medical Audio Transcription
Professional Customer Care Skills
Professional Telephone and
Communication Skills
Managing Workload
Managing Professional Working
Relationships
Touch Typing and Speed Development

Medical Terminology

Basic Term Construction
Digestive System
Respiratory System
Cardiovascular System
Blood and Lymphatic System
Oncology, Renal System
Male and Female Reproduction System
Pregnancy, Childbirth and
Pediatrics
Muscular System
Nervous System
Connective System
Sensory Organs
Infection and Disease
Pathology and Drugs
Endocrine System

Our Medical Secretary Diploma Level 3 course is accredited by NCFE CQ, City & Guilds/AMSPAR and is also CPD recognised (Continuous Professional Development).

This is an online distance learning course you can study from your own home or work.

Suitable for beginners and those already working as a Medical Secretary or Administrator who are looking to gain recognition for their knowledge and skills and looking to increase job opportunities and promotion prospects.

Many hospitals and medical centres have trained their staff on this course over the years and it is well recognised by the NHS.

ACCREDITATION BY NCFE CQ, CITY & GUILDS/AMSPAR, CPD



This Diploma is a fully accredited qualification by NCFE CQ, awarding organisation recognised by UK qualification regulators.

NCFE qualifications are both UK and internationally recognised.

NCFE CQ10460 - Medical Secretary Diploma (Level 3)
City & Guilds/AMSPAR 5519-12 - Medical Terminology Award (Level 2)
(Option)
CQ10464 - Teeline Shorthand Diploma (Level 3) - Additional Option/cost

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Level 3 is advanced level and the Medical Secretary Diploma has been benchmarked using Ofqual's QCF level descriptors to allow you to consider the depth of study, and level of difficulty involved.

Further information about **NCFE Awarding Body and accreditation.**

IT, ADMINISTRATION, BUSINESS DOCUMENTS AND PERSONAL DEVELOPMENT

This section of the course covers all the key skills required for the role of a Medical Secretary to enable you to cope with a wide range of responsibilities in using different IT programs, administration tasks and developing your personal development skills to manage your role professionally.

For the IT units you can use either Windows based MS Office or Mac version.

Outlook – Email and PIM

The core program used today to communicate with both colleagues and clients/customers. In this unit you will learn how to organise your Outlook filing system, use alerts, building blocks, signatures etc effectively to reduce your workload on repetitive tasks.

Managing your inbox effectively is essential for the discerning office professional.

You will also study the Personal Information Management section of the program identifying how and when you can use these features to help you cope with your busy schedule. Covering different features such as tasks, to do lists, contacts and address book, calendar, using automated features to help organise your boss and yourself.

Excel – Spreadsheets

Another main program used in the medical world to present statistical information, financial records and to help record key information such as petty cash payments, manage budgets and expenses.

Topics you will study cover the core tools and features and then you will move onto creating calculations using formulae and functions enabling you to produce charts and graphs for a wide range of different requirements.

You will also develop your ability in producing different reports and using effective formatting techniques – essential for business meetings, department reviews etc.

Excel is a very versatile program and understanding the different ways you can use the program will help you to manage your workload effectively.



PowerPoint – Presentations

This unit will not only cover the skills required to produce electronic presentations, but will also develop your design skills so you will have the knowhow required to produce a professional presentation for key projects, meetings, training sessions etc.

Many features are similar to Word but you will also develop your ability to have effective animation, sound/narration, timings to suit the topic and purpose of the presentation ensuring the audience can fully understand the content and engage with the information being presented.

Keeping your presentations clear, not overly complicated and not too busy with different effects is the key!

Internet and Web Research

This unit links with many other units especially when involving research on the internet.

Having the ability to navigate effectively whilst researching for information is useful as well as being more aware of being safe on the internet and knowing how to download and store information.

Diary Management

This unit is linked to the Outlook IT module as you will use a range of Outlook tools to help carry out diary management duties.

Knowing how to professionally manage diaries is a key part of a Medical Secretary role.

Communicating effectively with all those concerned is essential and ensuring there is sufficient information contained in each entry is the key. This avoids confusion and mishaps and reduces the risk of something going wrong!

Learning about the benefits of running both a manual and electronic diary system is also covered in this unit.

Business Meetings

Organising a business meeting is of course a key responsibility for medical professionals. You will learn how to prepare and plan for a meeting, liaise with different departments, people and organisations to ensure the meeting is a success, draft and prepare agendas, manage invitations and track your progress.

You will also study what to do on the day of the meeting and your role in minute taking. Those studying shorthand on their course will have the added benefit of using this skill to take down minutes.



Finally, you will learn how to prepare the minutes and the correct procedure to follow after a business meeting to ensure effective continuity whilst ensuring that all parties are kept informed.

Composing Medical Letters and Emails

This unit will develop your ability to compose and design standard medical letters and emails providing effective information to colleagues as well as patients.

Ensuring you have a well-balanced content that breaks down information clearly is a key part of effective communication.

Medical Documents

In this unit you will be looking at preparing a range of different medical documents typical in the role of a Medical Secretary using a range of Word skills including multi-page documents, letters, tables and notices.

Having advanced Word skills will help you to cope with your workload more effectively and confidently.

Mail Merge

This is a specific feature of the Word program and used for many purposes in the medical field including sending out updates to patients and colleagues either by email or by sending a letter.

Knowing how to set up the data file to link with the template, set up the fields, carry out filters to select only certain records and knowing how to finalise the merge will save you hours when sending out bulk correspondence.

You can also merge using data files created in Access or Excel – useful if you have records of clients/customers in these programs.

Medical Audio Transcription

This is a very useful skill to have as many managers and doctors still use this method to dictate instructions, letters, emails, reports etc.

You will also be putting into effect your touch-typing skills to complete the different tasks when preparing the business documents as well as the knowledge you have learnt in the Medical Terminology section of the course.



You do not need any special equipment for this unit including a foot pedal as you will control the program we provide with keyboard short cut keys.

Touch Typing and Speed Development

Throughout the course you have the opportunity to use our interactive touch-typing program to develop your skills. You may already have good touch-typing skills but would like to develop your speed and technique further. You may be a complete beginner and would like to go through the program from start to finish.

Some students who study with us have advanced touch-typing skills and do not need to study this part of the course – the choice is yours.

The interactive program will teach you the professional way to touch type – which means not looking at the keys and using all your fingers to operate the keyboard.

Very useful as it means you are not constantly looking at where you fingers need to go, losing your place on what you are copy typing from and you will also find your speed will be higher if you have good touch typing skills.

You will take a short touch-typing speed test so we can record on your certificate the speed you achieved. This is particularly useful should you wish to apply to work for an employment agency as a temp or you need evidence when applying for a job.



Professional Customer Care

In your role as a Medical Secretary it is essential you fully understand the need for professional customer care.

Looking after patients as well as colleagues in what can be a stressful situation takes a wide range of skills to manage different problems and needs from both patients and colleagues.

Understanding about body language, people skills, dealing with stress etc all play their part in providing quality customer care.

Managing Workload

Working as a Medical Secretary means you will be dealing with a lot of people and managing a vast range of tasks and responsibilities daily in a busy environment.

Ensuring you are on top of your workload by using effective prioritisation skills and organisation skills sends out a positive message to both colleagues and patients and reduces the risk of errors being made which could have major consequences.

Telephone and Communication Skills

How to communicate effectively is such a core skill to have when working as an office professional. The consequences of poor communication can impact on working relationships, customer care and a happy working environment.

You will be looking at the role of body language and how this can impact both positively and negatively in different situations; how to manage office gossip to reduce its negative impact; the importance of good telephone techniques when speaking with either patients or colleagues and the ability to have effective questioning and listening skills.



Managing Professional Working Relationships

It is essential as a Medical Secretary that you work effectively with your team and others in different departments within the hospital or medical centre you work in as well as outside organisations.

As you will be working in a busy environment supporting your colleagues and being a positive member of the team will help you to cope effectively and confidently with your workload as well as maintain important relationships and reduce stress at work.

Medical Terminology

This part of the course forms the largest section of the course and will cover a wide range of medical terms starting off with basic background knowledge and then taking a trip around the body to cover different systems and some related drugs.

You will cover the following topics in this part of the course:

- Basic Term Construction
- Digestive System
- Respiratory System
- Cardiovascular System
- Blood and Lymphatic System
- Oncology, Renal System
- Male and Female Reproduction System
- Pregnancy, Childbirth and Pediatrics
- Muscular System
- Nervous System
- Connective System
- Sensory Organs
- Infection and Disease
- Pathology and Drugs
- Endocrine System

Upon completion you will sit the Medical Terminology exam.

You can also sit the City & Guilds/AMSPAR Medical Terminology exam – which is an external exam and requires to be sat at an exam centre. You will pay exam entry fees in the region of £130-£190 direct to the exam centre (UK students only).

The City & Guilds exam is held 3 times a year in February, June and November. Most students are able to find a centre within 1-2 hours travel from home.

Entry fees need to be paid about 6 weeks before the exam date.

We will provide additional information when you are ready to make a decision with regards to your exam.

You can decide after you have completed the units in this section of the course and you are revising and completing mock exams.

