

"Quality education through distance learning."

MEDICAL SECRETARY DIPLOMA (FULL)

Includes our 'Introduction to AI' unit at no extra cost.

PROSPECTUS



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If you are looking to have a career or develop your existing career as a Medical Secretary and gain a qualification recognised by the NHS – then our Medical Secretary Diploma course is for you.

This course will make you more competitive and job ready to cope with a rewarding Medical Secretary role working for the NHS, medical centres or pharmaceutical companies.

This course is one of the most comprehensive Medical Secretary courses available covering a wide range of skills and knowledge required for this role.

Careers advice/CV design is also provided in this course.



ACCREDITATION BY NCFE CQ & 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)

AMSPAR - Medical Terminology Award (Level 2) -
Additional Option/cost

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

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 [CPD accreditation](#).



Medical Secretary Careers

Having a career as a Medical Secretary is for those looking to be part of one of the largest employers in the UK, the NHS, and be involved with helping people, working in a caring environment.

You will also have the option to work for pharmaceutical companies and medical research organisations as well as universities involved in medical research.

Advanced people and communication skills are required in this varied and interesting role.



Salaries

Medical Secretary roles with the NHS will vary from Trust to Trust but most will be in Band 3 – 4 which means salaries range from £22,000 – £28,000 with experience. Medical Secretaries in the Private sector can earn up to £35,000 per year.

Source: [indeed.com](https://www.indeed.com) and accurate as of February 2024.

What this course offers you

This is a job specific course designed to give you the skills to cope with the role of a Medical Secretary.

The qualification will make you job ready, more competitive, boost your confidence and give you a wide range of job opportunities.

Benchmarked to a standard recognised by UK awarding body [NCFE](https://www.ncfe.co.uk) using [Ofqual](https://www.ofqual.gov.uk) descriptors so you know the training will be to business standards and fit for purpose.



FANTASTIC TUTOR SUPPORT AND COURSE MATERIAL

This course can be studied from **home or the workplace** and is **100% online**.

You can access your course on our **Learning Hub** from your phone, tablet or computer at any time to suit you.

As a guide, the course will take up to **450 hours** to complete OR **20 weeks if studying full time** – less if you have prior relevant experience.

This course is **open for 18 months** to provide plenty of flexibility for holidays, illness and busy times so you **can study at a pace that suits you**.

You will have a range of different study materials and support as you progress through the course including:

- **Continuous tutor support** throughout the course, with a dedicated tutor for each unit, communicating through email and the option to book a telephone or video call with tutors.
- **2 textbooks** to cover the theory for the Soft Skills/Personal Development units and Medical Terminology.
- **Practical step-by-step exercises** to develop knowledge and understanding of the different Microsoft Office programs – for you to download and keep.
- **Demonstration videos** to illustrate how to use different features and tools in the Microsoft Office programs and Business Documents units.
- **E-books** providing step-by-step processes for different Administration roles and responsibilities – for you to download and keep.
- **Audio files** for the Administration units so you can listen on your commute or around your home to provide more learning flexibility.
- **Office-style Assignments** to complete to consolidate new learning and submit for feedback and further support from tutors.
- **Worked examples** for further guidance.
- **Quizzes** to help consolidate new learning.
- **Medical Terminology Revision Assignments**
- **Mock Medical Terminology exams** to prepare for the Medical Terminology exam.
- **Interactive touch typing program** to develop keyboarding and touch typing speed.
- **Office Style Assessments** are completed at the end of each unit gradually building your Diploma as you progress through the course.
- **Careers advice and support** whilst applying for jobs is provided during the course and for up to 2 years after completion including designing a CV and interview techniques.
- If you wish to sit the **AMSPAR Medical Terminology** external exam you will need to sit this with AMSPAR at their centre in London or at times available in other parts of the country.

We are here to help you succeed on your course, make it enjoyable and help with the next steps in your career!

COURSE CONTENT

You will study a wide range of topics covering medical terminology which is key knowledge for a Medical Secretary/Administrator.

MEDICAL TERMINOLOGY

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

IT UNITS

- Outlook - Advanced Email and Personal Information Management
- Excel - Spreadsheets and Charts
- PowerPoint - Advanced Electronic Presentations
- Internet and Web Research
- **Introduction to AI**

ADMIN UNITS

- Diary Management
- Organising Business Meetings
- Composing Medical Letters and Emails

BUSINESS DOCUMENTS

- Mail Merge
- Medical Audio Transcription
- Medical Documents
- Touch Typing and Speed Development - Interactive Program

MEDICAL SECRETARY SKILLS

- Professional Telephone and Communication Skills
- Professional Customer Care Skills
- Managing Workload
- Maintaining Professional Working Relationships
- Managing Ergonomics/Health and Safety

IT UNITS

Outlook – Email and PIM



The core program used today to communicate with both colleagues, different departments, patients and outside organisations. Learn how to organise your Outlook filing system, use alerts and building blocks effectively to reduce your workload on repetitive tasks.

Managing multiple inboxes effectively is essential for the discerning Medical Secretary. You will also cover the Personal Information Management section of Outlook identifying how and when you can use these features to help you cope with your busy schedule.

Take advantage of Rules, retention policies, collaborate with your executives, use permissions to ensure confidentiality when sharing and much more.

Excel – Spreadsheets



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

Create calculations using complex formulae and functions. Produce professional charts and graphs and develop your ability in producing different reports and using effective formatting techniques. Skills essential for business meetings, department reviews and a range of Medical Secretary roles.

Learn key cell references and arrays, automate your worksheets so edits and collaborations take effect for all. Run complex filters, link between workbooks. Protect and consolidate data, summarise and audit reports and use Goal Seek to provide forecasts that you and your Executives can work to.

This unit is linked to other Administration units where you can use Excel as a tracking document.

PowerPoint – Presentations



Develop your design skills so you will have the knowhow required to produce a professional presentation for key projects, meetings, training sessions etc.

Create eye-catching, professional presentations with effective animation, sound effects and timings to suit the topic and purpose of the presentation.

Practice how to use speaker notes effectively so you deliver flawless presentations to your team or superiors every time. Ensuring the audience can fully understand the content and engage with the information being presented.

Incorporate charts, graphs and data from other applications, apply complex transitions and build automated slideshows that stand out.

Internet Browsing Software



Having the ability to navigate efficiently whilst understanding how to source reliable information is critical to effective research. As well as this the unit covers safety on the Internet, appropriate use and how to troubleshoot hardware or network problems.

Learning key research techniques lends itself to a number of administration and management units included on the course.

Introduction to AI

Harness the power of AI to streamline tasks, enhance productivity, and stay ahead in the modern workplace.



Artificial Intelligence is reshaping the way office professionals work — and this course is your gateway to understanding and using AI with confidence. Designed specifically for Executive Assistants, PAs, Office Managers, and Medical Secretaries, this practical course demystifies AI tools and shows you how to apply them effectively in your day-to-day role.

You'll explore real-world applications, get hands-on with tools like ChatGPT and Microsoft Copilot, and discover how AI can support everything from diary management to content creation — all while understanding ethical considerations and staying in control of the tech.

"I really enjoyed the on-line Medical Secretary course. I would like to thank all my tutors; Sally, Simon, Rebecca and Jen who have been very supportive. The course has helped me to progress in my career as a medical secretary. I would recommend this course to any one who wants become a medical secretary." - Amy



ADMINISTRATION UNITS

The Administration units cover a range of administrative responsibilities which will be required in your role. You will find that these units link with the IT skills in the course as you will use different programs to carry out these tasks.

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 your own diary as well as your line manager's diary is one of the core skills required in Medical Secretary roles.

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 a key responsibility for a Medical Secretary. 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.



BUSINESS DOCUMENTS UNITS



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 unit looks at mail merge within Word. A very useful part of the program specifically designed for mailshots for letters and emails.

Editing datafiles and using specific matching criteria is also covered to enhance your skills in creating mail shots.

You will setup original templates, link and edit data files, and learn how to set mail merge criteria for selective merging.



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.

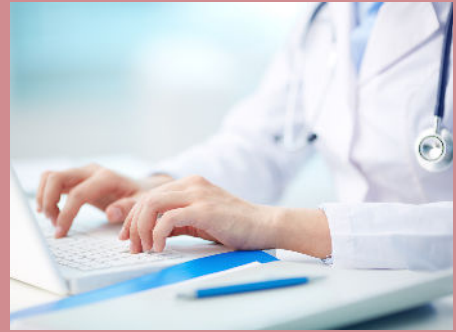
You will also be putting into effect your touch-typing skills to complete the different tasks when preparing the business documents as well as the knowledge you have learnt in the Medical Terminology section of the course.

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.

Speed Keying

You will be provided with an account to use our interactive Typing Program which can be accessed at any time throughout your course.

You will learn useful hints and tips on how to develop your touch typing skills and build your speed aiming to achieve over 50 wpm.



"I wanted an online course to study whilst my daughter was at nursery and I come across Lewis College. I emailed them and straight away they were willing to help guide me to chose which course would be best for me. I ended up doing the Medical Secretary course and I really enjoyed it, every tutor I had for each section of my course was exceptional with their quick responses and helped me when I got stuck on anything."

Great online course and can't recommend them enough!" - Charlene



MEDICAL SECRETARY UNITS



TELEPHONE AND COMMUNICATION SKILLS

How to communicate effectively is such a core skill to have when working as a Medical Secretary.

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.



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.





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.

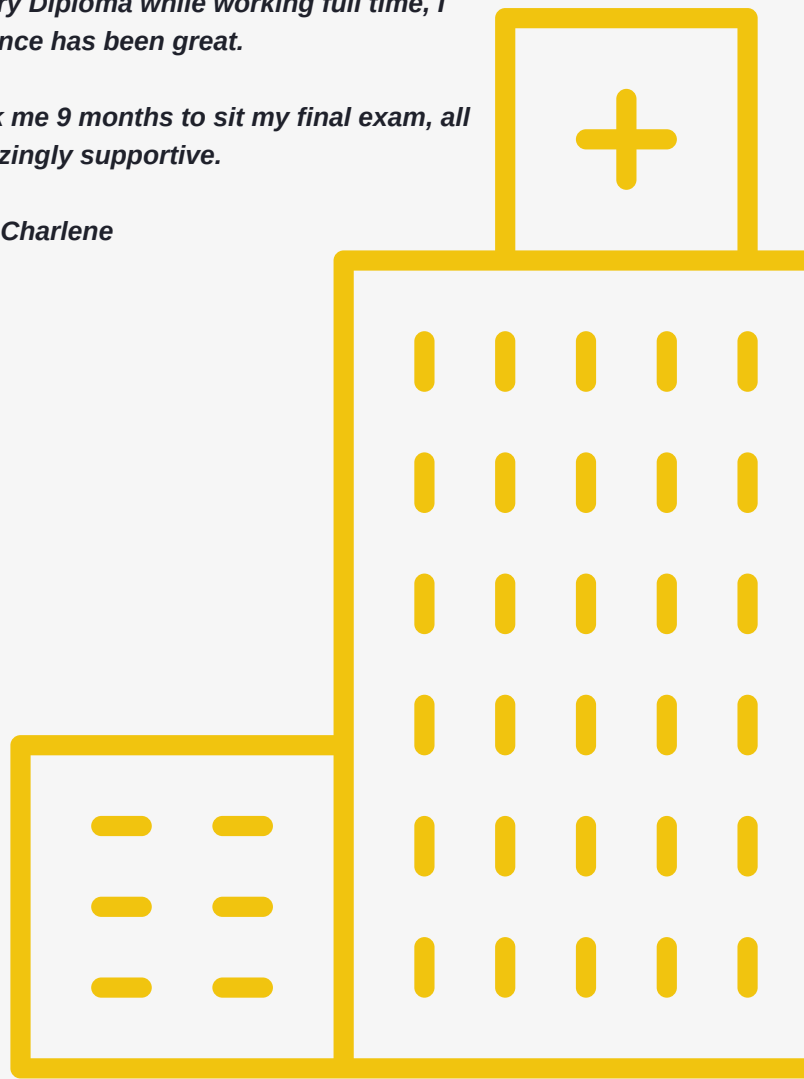
As you will be working in a busy environment supporting your colleagues and being a positive member of the team will help you to cope effectively and confidently with your workload as well as maintain important relationships and reduce stress at work.

"Thank you Lewis College!"

A great experience, taking on the Medical Secretary Diploma while working full time, I was a little worried about it, but the whole experience has been great.

I have now completed the course and while it took me 9 months to sit my final exam, all due to COVID 19, the college and tutors were amazingly supportive.

Can't recommend highly enough, THANK YOU!" - Charlene



MEDICAL TERMINOLOGY UNITS

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 Paediatrics
- 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 AMSPAR Medical Terminology exam – which is an external exam and requires to be sat at an exam centre.

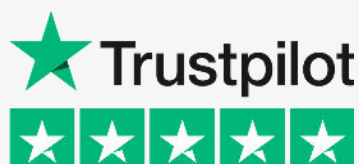
You will pay exam entry fees in the region of £150 - £200 direct to the exam centre (UK students only).

The exam is held 3 times a year in February, June and November.

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.





Further information

To find out about our current fees for this course, discounts and the range of options to pay, please look on the [Medical Secretary Diploma \(Full\) course page](#).

To find out about start dates and/or to enrol, please see our [Enrolment Form](#).

