



AMSPAR Certificate in Health Service Administration Course Information

1st June 2015

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1 General

- 1.1 Implementation Date
The AMSPAR Certificate in Health Service Administration started in September 2007.
- 1.2 Course Fees
The fees for the year commencing **1st June 2015** are as follows:
- | | |
|----------------------|--------|
| Course registration: | £28.00 |
| Assessment : | £36.00 |
- 1.3 National Qualifications Framework
The AMSPAR Certificate in Health Service Administration has not been submitted for inclusion in the National Qualifications Framework. AMSPAR has endeavoured however, to comply with the standards set down by the Regulatory Authorities in the preparation of this handbook.
- 1.4 Entry Requirements and Prior Level of Attainment for the course
The AMSPAR Certificate in Health Service Administration has been designed for Primary and Secondary care receptionists and administrators who are in post.
- It is desirable that the candidates are in post for at least 6 months prior to commencing this course as some elements of the course require a level of work experience.
- 1.5 Guided Learning Hours
The programme is based on a minimum of 30 contact hours plus home study time as required.
- 1.6 Awarding the Qualification
In order to achieve the Certificate in Health Service Administration, candidates need to gain a pass for each task on a nationally set assignment within 6 months of completing the course.
- 1.7 Avoidance of bias
AMSPAR has taken great care in the preparation of the learning outcomes to avoid bias of any kind.

2 Registration

To register candidates on the course form HSA (Appendix 1) should be completed by the candidate and signed by the designated tutor to confirm that the entry requirements have been fulfilled. The registration fee should accompany the form.

3 Assessment

- 3.1 Internal Assessment
- The assignment will be internally marked by the centres and candidates will receive either a pass or fail. The pass mark is 50%.
- Where a centre has more than one internal assessor for an assignment it must arrange internal moderation and standardisation. The markers must meet to compare standards. One named individual must sample the work of the markers to ensure consistency.
- When all assignments have been completed, marks must be submitted to AMSPAR using Form HSA/MRK. The marks and assessor's comments for each candidate should be recorded on an individual Assignment Assessment Report Form HSA/ASS. Both forms will be sent to the tutor with confirmation of candidate registrations.
- These should then be sent to AMSPAR to meet the appropriate deadline.
- At this stage, candidates must be made aware that marks are not final and are subject to moderation (see 3.2) by AMSPAR.
- 3.2 Moderation
- AMSPAR will send the request for the assignments required for moderation to the course coordinator. The work should be sent as **double-sided A4 size stapled photocopies with no folders** to AMSPAR.
- 3.3 Assessment Regulations
- Candidates must complete the assignment within 6 months of completing the course.
- 3.4 Regional Regulations
- Candidates in England, Northern Ireland, Scotland and Wales may interpret all or any questions within the assignment as applying to where they live. The assignments will be amended to reflect differences of legislation, procedure and policy.
- 3.5 Language of Assessment
- All assessment will be through the medium of English.

4 Rationale

This qualification will enable candidates to enhance their knowledge and skills within health care administration and progress to further study.

The content of this specification is based on the main roles and responsibilities of a medical administrator. Within the course will be found the knowledge and understanding required to carry out the role of the health service administrator, as well as the practical skills for this job.

Candidates undertaking this course will gain and be able to apply knowledge of the structure and functions of the statutory and voluntary health and social services to enable them to work effectively as an administrator within the health care field. It will enable them to understand the working relationships between different sections and departments of the statutory and voluntary services and to work as part of the health care team.

Candidates will develop an understanding of the personal and practical skills required to work as a health service administrator. Candidates will be able to apply skills for effective communication with patients and members of the health service team and develop knowledge and understanding of effective communication within the workplace. Candidates undertaking this course will gain and be able to apply knowledge of Primary and Secondary care procedures, filing, the use of office equipment and IT, enabling them to fulfil the role of the health service administrator.

Candidates will develop an understanding of health and safety in the workplace and its impact on the working environment particularly with regard to the hazards relating to the medical field. Candidates undertaking this course will learn the importance of these principles and how to apply them.

This course of study will provide candidates with practical and personal skills to enable them to develop and progress as an administrator within the health care sector.

5 Learning Outcomes

- 5.1 Understand the benefits of self-development and how appraisal supports this process, e.g. CPD, personal development planning (PDP), learning styles
- 5.2 Understand the issues of confidentiality including Data Protection, Freedom of Information and Caldicott
- 5.3 Understand the composition and roles of your multi-disciplinary team, its core members and the role of the administrator within the team. Appreciate the importance of team dynamics, e.g. Belbin Team Roles
- 5.4 Awareness of the current structure of the NHS & where Primary and Secondary care fits into this. Awareness of the principles of GMS and PMS contracts, commissioning hospital services with a focus on the quality of patient care
- 5.5 Understand the principles of effective communication (including non-verbal and telephone communication) and efficient message-taking procedures
- 5.6 Understand the principles of offering patient focused services including the special needs of the disabled, bereaved and those with special ethnic, social and cultural needs in a non-discriminatory manner
- 5.7 Understand the causes of aggressive behaviour in patients and their carers and suitable methods of both prevention and coping with such aggression safely within the health service environment
- 5.8 Understand the rights of the patient, including patient choice, access to health care professionals, access to health records etc. Understand the use of in-house complaints procedures and be able to assist in suitable handling of complaints from patients and others within the health service setting
- 5.9 Awareness of the administrator's duty of care in relation to Health & Safety in a clinical environment, including COSHH, safe disposal of clinical waste & sharps, safe handling of patient specimens and the principles of infection control
- 5.10 Awareness of quality issues in patient care including audit and significant event recording and analysis
- 5.11 Understand the importance of identifying carers and the role of the health service in providing support to patients and carers
- 5.12 Understand the need for efficiency and accuracy in:
- Processing of repeat prescriptions
 - Tracking of patient notes/x-rays
 - Managing appointment systems

APPENDIX 1

