

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 6190676 **-Session-**1996-97
-Superclass- PA
-Title- WORK EXPERIENCE IN HOSPITAL (x2)

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Developing planning, interpersonal skills and self awareness through the application of administrative skills and knowledge in a hospital work placement.

OUTCOMES

1. plan for a work experience placement in hospital;
2. perform routine administrative tasks relating to both out-patient and in-patient procedures in accordance with hospital practice and current legislation;
3. establish positive working relationship with patients and colleagues;
4. adhere to security and health and safety procedures;
5. review the contribution of the knowledge and skills gained through work experience to own personal and social development.

CREDIT VALUE: 2 NC Credits

ACCESS STATEMENT: Access to this unit is at the discretion of the centre. However, it would be beneficial if the candidate had achieved 6190056 Medical Reception and Records, 6190016 Medical Terminology and 7110045 Communication 3.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 6190676**UNIT TITLE:** WORK EXPERIENCE IN HOSPITAL

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. PLAN FOR A WORK EXPERIENCE PLACEMENT IN HOSPITAL

PERFORMANCE CRITERIA

- (a) An initial self-assessment clearly identifies qualities and skills and realistic personal goals are set.
- (b) In conjunction with the tutor/trainer a mutually agreed programme of work, which includes practising vocational skills, is planned effectively.
- (c) Required preparations for implementing the work experience are accurate in terms of gathering essential information on dates, location, working hours, dress and initial contact.
- (d) All arrangements are confirmed clearly and accurately.

RANGE STATEMENT

The range for this outcome is fully expressed within the performance criteria.

EVIDENCE REQUIREMENTS

- PC (a) an initial self-assessment
PC (b) a workplan
PC (c)-(d) A letter confirming the information detailed in PC (c). Information on dress may be confirmed orally to the tutor/trainer.

OUTCOME

2. PERFORM ROUTINE ADMINISTRATIVE TASKS RELATING TO BOTH OUT-PATIENT AND IN-PATIENT PROCEDURES IN ACCORDANCE WITH HOSPITAL PRACTICE AND CURRENT LEGISLATION

PERFORMANCE CRITERIA

- (a) Medical records are stored and retrieved in accordance with hospital practice.
- (b) Procedures for dealing with out-patients are followed according to hospital practice in co-operation with hospital staff.
- (c) Procedures for dealing with in-patients are followed according to hospital practice and in co-operation with hospital staff.
- (d) Telephone enquiries are dealt with promptly and efficiently.
- (e) Correspondence is processed accurately, displaying a working knowledge of medical terminology.
- (f) Data is input to the Patient Administration System accurately in co-operation with hospital administrative staff.

RANGE STATEMENT

The range for this outcome is fully expressed within the performance criteria.

EVIDENCE REQUIREMENTS

Performance evidence which meets all of the performance criteria for one work experience placement.

3. ESTABLISH POSITIVE WORKING RELATIONSHIPS WITH PATIENTS AND COLLEAGUES

PERFORMANCE CRITERIA

- (a) Patients are greeted in a welcoming manner.
- (b) Patients' enquiries are dealt with politely, efficiently and tactfully.
- (c) Discretion, with particular emphasis on confidentiality, is evident in dealing with patients.
- (d) Advice is sought when required from appropriate colleagues and requested politely.
- (e) Essential information is passed on to colleagues promptly and accurately.
- (f) Co-operative working relationships in unfamiliar situations are initiated independently.
- (g) Behaviour is modified appropriately to meet the needs of different situations.

RANGE STATEMENT

The range for this outcome is fully expressed within the performance criteria.

EVIDENCE REQUIREMENTS

Performance evidence which meets all of the performance criteria for one work experience placement.

OUTCOME

4. ADHERE TO SECURITY AND HEALTH AND SAFETY PROCEDURES

PERFORMANCE CRITERIA

- (a) Implementation of security procedures is correct and effective.
- (b) Implementation of health and safety procedures is in accordance with current legislation.
- (c) Implementation of confidentiality procedures is correct and effective.

RANGE STATEMENT

Security procedures: computer systems; medical records; personnel; premises.

EVIDENCE REQUIREMENTS

Performance evidence which meets all of the performance criteria for one work experience placement.

OUTCOME

5. REVIEW THE CONTRIBUTION OF THE KNOWLEDGE AND SKILLS GAINED THROUGH THE WORK EXPERIENCE TO OWN PERSONAL AND SOCIAL DEVELOPMENT

PERFORMANCE CRITERIA

- (a) The initial self-assessment is re-examined in terms of strengths and weaknesses and progress towards defined goals is reviewed effectively.
- (b) Progress and learning gained are stated clearly and concisely.
- (c) Feelings and reactions to learning gained are expressed clearly.
- (d) The value of the learning gained in relation to future personal, social and vocational goals is reviewed.

RANGE STATEMENT

The range for this outcome is fully expressed within the performance criteria.

EVIDENCE REQUIREMENTS

PC(a) an updated self-assessment.

PC(b)-(d) written and/or oral evidence for work-based projects.

A personal statement comprising an account of the learning gained through the work placement, the candidate's reactions to it and an evaluation of its value in relation to meeting personal, social and vocational goals.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES****UNIT NUMBER:** 6190676**UNIT TITLE:** WORK EXPERIENCE IN HOSPITAL

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 80 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit is designed to provide opportunities for candidates to apply previously acquired administrative skills and knowledge of the medical environment in the context of a hospital placement and to develop planning, interpersonal skills and self-awareness.

CONTENT/CONTEXT The unit is largely concerned with the development of candidates' self-awareness and with providing them with opportunities to apply previously acquired skills and knowledge of hospital administration; finding out about work routines and conventions; exploring working with others; planning; finding out about the organisational structure, protocols and equipment of the placement; investigating the requirements and career structure of work in the health service. It is also designed to give candidates the specific opportunity to experience work in a hospital in order that they may make more informed career choices.

Corresponding to outcome 1-5:

Outcome 1

Individual candidates, working independently, should identify their qualities, skills and interests in relation to work in a hospital and set personal development goals. They should agree a programme of work with their tutor/trainer and the way in which the resulting work-based project will be planned, implemented and recorded.

The tutor/trainer will identify the placement and from then on take on the role of consultant as the experience is largely candidate-led. The lecturer/trainer should ensure that adequate provision is made for the candidate's health, safety and welfare.

Outcome 2

Candidates should negotiate with the workplace supervisor a suitable programme of activities which will enable them to practice vocational skills and also to plan, organise and implement a work-based project. Candidates should comply with the terms of this agreement and build in opportunities for the review of progress. Tutors/trainers should be aware of the need to look for evidence of flexibility of approach and problem solving. Hospital procedures and compliance with current legislation must be observed.

Outcome 3

A high degree of interpersonal skills is required in this unit. Candidates are required to deal with patients and to initiate co-operative working relationships and respond to the needs of others. The work experience will provide the opportunity to use interpersonal skills in a range of situations. It will also enable candidates to present themselves in a manner which they perceive to be appropriate in a variety of circumstances.

Outcome 4

Candidates should become familiar with the layout of the hospital and the procedures for the secure storage of medical records and computer system security. They should be aware of hospital practice in relation to health and safety and confidentiality and ensure that it is followed at all times.

Outcome 5

During and after the work placement each candidate should review the experience in order to assess personal strengths and weaknesses with a significant degree of insight. The initial self-assessment should be reconstructed to accommodate the learning gained and the candidate should identify progress towards developmental goals. The interview provides an opportunity for the candidate to evaluate and comment on the report of the workplace supervisor and to conduct a detailed explanation of the project findings. Candidates should review the value of the learning experience to their own personal and social development, in particular to future plans for work, education or training.

APPROACHES TO GENERATING EVIDENCE The tutor's/trainer's role will be largely consultative, for example, in the planning of the work-based project, and he or she may also act as a mentor should the candidate require support and encouragement.

It is expected that during the course of the unit each candidate will compile a folder of assessment evidence containing self-assessment sheets, a planning sheet for the work programme, daily log sheets which record the activities undertaken by the candidate during the placement, a work-based project and a personal statement with reflections on the work experience and its relevance to personal and social development.

Corresponding to outcomes 1-5:

Outcome 1

Induction to the unit including explanation of its key features and establishing working relationships.

Individual and group exercises to enable candidates to make a realistic assessment of their qualities and skills should be carried out. Tutors/trainers may ask candidates to extend their self-assessment to the production of a curriculum vitae which could be used when contacting the placement provider.

Outcomes 2 and 4

The majority of candidates will have achieved NC Module No. 6190056 Medical Reception and Records prior to undertaking this unit and will, therefore, be familiar with the environment of their work placement and, through activities such as role play, be prepared for the type of work which they will undertake. Nevertheless, the work placement will be a new experience for many candidates and preparation for the placement should recognise this so that candidates are thoroughly prepared before beginning the placement.

Candidates should record experiences as they occur in log sheets/a work diary and should be encouraged to monitor their own progress. The work supervisor should produce a short report to agreed specifications to record the candidate's performance and progress in the workplace. This report should cover not only vocational skills but also interpersonal skills and growth. Tutors/trainers should be careful to highlight the requirements of outcomes 3 and 4 and to emphasise the need for candidates to record their experiences in these areas.

Outcome 5

Where possible, in an interview with each individual, the tutor/trainer should discuss the activities undertaken throughout the unit and the feelings of the candidates towards these. The interviews should be of sufficient length to allow a thorough investigation of the candidate's learning. Tutors/trainers should not prompt performance but should create an atmosphere and framework within which candidates are encouraged to speak openly about their progress towards the defined goals, their feelings and reactions in relation to the tasks undertaken and the contribution which the learning activities have made towards their personal and social development.

ASSESSMENT PROCEDURES During the unit the candidate is required to complete a work experience placement during which he or she should assemble a folder of assessment evidence in relation to the outcomes. The folder should contain:

Corresponding to outcomes 1-5:

Outcome 1

Self-assessment sheet and programme of work.

Outcomes 2 - 4

- (a) A log book/log sheets completed by the candidate and signed by the workplace supervisor;
- (b) A checklist of all performance criteria signed by the workplace supervisor;
- (c) A personal report on the candidate's placement signed by the workplace supervisor. A suggested format would be:

Personal report on candidate's placement

Name of Candidate

Hospital

Period of Placement

- 1 Attitude to colleagues and patients
- 2 General appearance at work
- 3 Punctuality and reliability
- 4 Administrative competence
- 5 Displays awareness of need for discretion and confidentiality
- 6 Displays awareness of health and safety procedures
- 7 Initiative
- 8 Other observations

While carrying out her duties did the candidate prove to be -
poor/adequate/competent/very competent

Signature

Designation

Date

- (d) A report, produced by the candidate, on a work-based project. Suggested headings and content which it might cover are:

Hospital

Type of hospital, specialities within hospital, number of beds
General outline of medical, nursing and paramedical staff
The role of medical records, administrative and secretarial Services

Out-patients

Referral of patients to Out-patient Clinic
Pre-registration procedures
Appointments procedures
Preparation and administration of Out-patient Clinic
Return appointments, entry to waiting list, discharge from Out-patients

In-patients

Admission procedures
Discharge procedures
Coding

Medical Records

Compilation, filing and retrieval
Date of Birth System
Patient Administration System

Medical Administration

Organisation of administrative work
use of information technology

Security procedures

Health and safety procedures

Confidentiality procedures

Where appropriate - and if permission has been granted by the workplace supervisor - the report could be supported by workplace evidence such as blank forms and standard letters used in the hospital.

Outcome 5

- (a) An amended self-assessment sheet
- (b) A personal statement from the candidate on his/her feelings and reactions to the work placement, progress towards the defined goals and the contribution made by what has been learned towards own personal and social development.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised Groupings of National Certificate Modules'.

REFERENCES

1. Guide to unit writing. (A018).
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3. Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).
5. For details of other SQA publications, please consult SQA's publications list. (X037).

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