SCOTTISH QUALIFICATIONS AUTHORITY

Arrangements for:

PDA Advanced Certificate in Medical Administration

Group Award Code: G86T 17

Validation date: May 2006

Date of original publication: January 2007

Version: 01

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

History of changes

It is anticipated that changes will take place during the life of the qualification, and this section will record these changes. This document is the latest version and incorporates the changes summarised below.

Version number	Description	Date	Authorised by

Contents

1 Introduction ... 1
2 Rationale for the revision of the award ... 1
2.1 Market research, consultation and development processes ... 1
3 Aims of the award ... 2
3.1 General aims of the award ... 2
3.2 Specific aims of the award ... 2
3.3 Target groups ... 3
3.4 Employment opportunities ... 3
4 Access to award ... 3
5 Award structure ... 4
5.1 Framework ... 4
5.2 Mapping information ... 4
5.2.1 Aims of the Award ... 4
5.2.2 Links to S/NVQ Business and Administration level 3 ... 5
5.2.3 Mapping to the NHS Knowledge and Skills Framework ... 5
5.2.4 Mapping to the IHRIM Certificate ... 6
5.3 Articulation, professional recognition and credit transfer ... 6
6 Approaches to delivery and assessment ... 6
7 General information for centres ... 7
8 General information for candidates ... 7
9 Glossary of terms ... 8
10 Appendices ... 8
Appendix 1 ... 9
Appendix 2 ... 16
Appendix 3 ... 22
Appendix 4 ... 31
Appendix 5 ... 34
Appendix 6 ... 36

1 Introduction

This is the Arrangements document for the revised PDA Advanced Certificate in Medical Administration which was validated in May 2006. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

This Group Award replaces the PDA Advanced Certificate in Medical Administration (G2J1 17).

2 Rationale for the revision of the award

The previous qualification which had been introduced in 1998 had become outdated and no longer reflected the structure or current practices of NHS Scotland or the technological advances within the area of information technology.

The award has been designed in accordance with the PDA Design Principles and is at SCQF level 7.

2.1 Market research, consultation and development processes

Consultation details are summarised in the following table:

Stakeholder	Method of Consultation
Delivering Centres	♦ telephone survey during Review of HN Administration and Information Management ♦ meeting with delivering centres re content of new/revised Units ♦ draft Units/structure sent by email for comment
Employers	♦ meeting with NHS representatives re content of new/revised Units ♦ draft Units/structure sent by email for comment

Use was made of current research data compiled for the Council for Administration (CfA). The undernoted CfA reports can be found on the Council's website at www.cfa.uk.com:

- Administration Skills Benchmarking in Scotland — report examining administration skills levels in Scotland — March 2002.
- Consultative Workforce Development Plan — report examining workforce development issues in administration — March 2002.
- Administration Skills Survey: Meeting Employer and Employee Demands — final report outlining the findings of the UK Administrative Skills Survey 2003
- Administration Skills Foresight Report — Issue 4.
- 2006 Business and Administration Skills Survey — this report concentrates on employer demands for secretarial roles and specialist administrators across the United Kingdom.

Futureskills Scotland also prepared a report on the occupational profile of Administrative and Secretarial Occupations. The kind of information analysed includes:

- total employment and historical trends
- prospects — projected employment and forecast demand for new employees
- pay and rewards
- age profile
- modes of working — full time, part time
- hours of work
- job tenure — time spent in current job
- qualifications profile of each occupation
- ethnic and gender profile of occupational employment
- vacancies, skill shortages, skills gaps

The key points from the Futureskills Scotland report are given below:

- the number of people employed within the administrative and secretarial occupational sector in Scotland is 288,000 — this figure is expected to remain stable between 2002–2007
- 88,000 job openings are expected in the period 2002–2007, mainly to replace retiring workers
- occupation dominated by female workers
- higher than average levels of part-time working
- over half qualified to SVQ level 3 (or equivalent) or above
- lower than average weekly earnings (£304–£329 compared with £383)

The full Futureskills Scotland report can be found at www.futureskillsscotland.org.uk.

3 Aims of the award

3.1 General aims of the award

The general aim of the PDA is to provide candidates with the competencies required to carry out administrative roles, at intermediate/senior level, within a medical environment. The competencies will meet the needs of both private and public sector organisations.

3.2 Specific aims of the award

The aims of the award will enable candidates to:

1. Develop technical and administrative knowledge relevant to current administrative practice
2. Develop personal effectiveness
3. Develop communication and presentation techniques
4. Develop an awareness of professional issues such as legal, data management and ethical considerations
5. Develop interpersonal skills relevant to a medical administrative role
6. Develop study and research skills
7. Provide a continuous professional development (cpd) vehicle for those employed within a medical administration environment
8. Prepare candidates for employment in an administrative role

3.3 Target groups

This award is suitable for candidates:

- ♦ undertaking the HN Administration and Information Technology with medical options
- ♦ in employment who wish to enhance their career prospects
- ♦ in employment seeking a vehicle for CPD

3.4 Employment opportunities

The PDA will prepare candidates for employment within medical administration posts in both the public and private sector.

It will also enable candidates to progress to further academic qualifications, eg HNC/HND Administration and Information Technology.

4 Access to award

Access to the award will be at the discretion of the centre. In general, entry should be open to any candidate who can demonstrate, by formal qualification or experience, a reasonable expectation of successfully completing the course or Unit(s).

5 Award structure

The award consists of 8 credits — 5 Mandatory and 3 Optional credits

5.1 Framework

Unit Title	Code	SCQF Credit points	SCQF level	SQA Credit Value
Mandatory (4 credits needed)				
IT in Business — Word Processing and Presentation Applications	DE1L 34	16	7	2
Medical Terminology for Administration Staff	DM6C 34	16	7	2
Mandatory (from 1 to 2 credits needed)				
Hospital Patient Administration	DL51 34	8	7	1
GP Medical Administration	DJ4H 34	8	7	1
Optional (from 2 to 3 credits needed)				
Legal Protection of NHSS Patient Data	DM6A 35	8	8	1
Creating a Culture of Customer Care	DJ42 34	8	7	1
IT in Business— Spreadsheets	DE1M 34	8	7	1
IT in Business — Databases	DE1N 34	8	7	1
Employment Experience 1	D7HJ 34	8	7	1
or				
Work Experience	DV0M 34	8	7	1

5.2 Mapping information

5.2.1 Aims of the Award

The following table identifies how the award aims are met by the individual Units:

Unit Title	Unit Code	Aims
IT in Business — Word Processing and Presentation Applications	DE1L 34	1, 3, 4, 6, 7, 8
Medical Terminology for Administration Staff	DM6C 34	1, 2, 3, 4, 5, 6, 7, 8
Hospital Patient Administration	DL51 34	1, 2, 3, 4, 5, 6, 7, 8
GP Medical Administration	DJ4H 34	1, 2, 3, 4, 5, 6, 7, 8
Legal Protection of NHSS Patient Data	DM6A 34	1, 2, 3, 4, 5, 6, 7, 8
Creating a Culture of Customer Care	DJ42 34	1, 2, 3, 5, 6, 8
IT in Business — Spreadsheets	DE1M 34	1, 3, 5, 6, 7, 8
IT in Business — Databases	DE1N 34	1, 3, 5, 6, 7, 8
Employment Experience 1	D7HJ 34	2, 3, 5, 7
Work Experience	DV0M 34	2, 3, 5, 8

5.2.2 Links to S/NVQ Business and Administration level 3

The SVQ Business and Administration Standards were accredited in August 2005. These standards are subject to incremental change by the Council for Administration (CfA) — the standard setting body. Level 3 candidates are required to obtain detailed knowledge, skills and specialist technical skills with competence in communication, problem solving and applied teamwork. Example job roles for this level include Personal Assistant, Secretary and Administration Clerk.

A general overview of the SVQ/NVQ core Units and some of the popular optional Units along with details of the PDA Units which provide background information to support the knowledge of these SVQ/NVQ Units is given in Appendix 1.

5.2.3 Mapping to the NHS Knowledge and Skills Framework

The Units have also been mapped to the NHS Knowledge and Skills Framework (NHS KSF). The NHS KSF defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. The KSF provides a framework on which to base review and development for all staff.

The NHS KSF is made up of 30 dimensions. The dimensions identify broad functions that are required by the NHS to enable it to provide a good quality service to the public. Six of the dimensions are core, meaning that they are relevant to every post in the NHS. The **core** dimensions are:

- Communication
- Personal and people development
- Health, safety and security
- Service improvement
- Quality
- Equality and diversity

The other 24 dimensions are specific and are classified into four groups:

- Health and wellbeing
- Estates and facilities
- Information and knowledge
- General

Each dimension has four levels. Each level has a title which describes what the level is about. The KSF map and an overview of the core dimensions and specific dimensions are given in Appendix 2. Further information on the NHS KSF is available from the Department of Health's website: www.dh.gov.uk

5.2.4 Mapping to the IHRIM Certificate

The Units within the PDA Advanced Certificate in Medical Administration have been mapped to the Institute of Health Record and Information Management (IHRIM) Certificate (see Appendix 3).

The IHRIM provides a qualification structure which allows all levels of staff working in the field of health records, health information and clinical coding to acquire a qualification appropriate to their discipline, knowledge and skill level. The Certificate is comprised of six modules:

Operational Health Records
Health Records Management
Human Resources
Information and Data Management
Anatomy & Physiology with Associated Terminology
IT Application and Development

Further information on the IHRIM qualification is available from the IHRIM website: www.ihrim.co.uk

5.3 Articulation, professional recognition and credit transfer

Credit transfer opportunities are available under existing SQA credit transfer arrangements. Further information on credit transfer arrangements can be found in Appendix 4.

6 Approaches to delivery and assessment

The Units may be delivered as stand-alone qualifications. Alternatively, they may be delivered as the PDA Group Award or as optional Units within the HNC/D Administration and Information Technology frameworks. Where they are delivered as the PDA Group Award they constitute a coherent, attractive and relevant programme which will equip candidates with the knowledge and/or skills required for employment within a medical administration environment. The PDA award will also be attractive to those already in employment but who do not possess a relevant vocational qualification.

Any number of teaching, learning and assessment methods may be used by centres and these are further developed within the individual Units. Centres are encouraged to work in partnership with local health board specialists in the delivery of the medical Units.

The following are suggestions of types of method that may be used by centres:

- lectures
- tutorials
- study packs
- problem based scenarios
- case studies
- groupwork
- computer based teaching materials
- web based material
- role play/simulation

- projects
- written seen assessment
- written unseen assessment

Mode of delivery

The PDA is flexible and can be delivered in many different modes, to suit different candidates and different centres, including Open Learning. Delivering centres are responsible for ensuring authenticity of candidates' work.

Development of Core Skills

The importance of Core Skills has been recognised and these are developed throughout the award. Further details are given in Appendix 5.

Support Materials

Assessment exemplars and Student Guides are available, from SQA's secure website, for a number of Units. Please refer to Appendix 6 for further information.

7 General information for centres

Candidates with disabilities and/or additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs **(www.sqa.org.uk)**.

Internal and external moderation

All instruments of assessment used within this/these Group Award(s) should be internally moderated, using the appropriate policy within the centre and the guidelines set by SQA.

External moderation will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external moderation can be found in SQA's Guide to Assessment and Quality Assurance for Colleges of Further Education **(www.sqa.org.uk)**.

8 General information for candidates

This award has been designed in consultation with practitioners and colleges. It will give you the specialist knowledge and IT skills required for employment within a medical administration environment. The framework consists of 8 credits — 5 mandatory and 3 optional.

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at **www.scqf.org.uk**

SCQF credits: One HN credit is equivalent to 8 SCQF credit points. This applies to all HN Units, irrespective of their level.

SCQF levels: The SCQF covers 12 levels of learning. HN Units will normally be at levels 6–9. Graded Units will be at level 7 and 8.

Subject Unit: Subject Units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

Graded Unit: Graded Units assess candidates' ability to integrate what they have learned while working towards the Units of the Group Award. Their purpose is to add value to the Group Award, making it more than the sum of its parts, and to encourage candidates to retain and adapt their skills and knowledge.

Dedicated Core Skill Unit: This is a Unit that is written to cover one or more particular Core Skills, eg HN Units in Information Technology or Communications.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the re

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the HNC/HND from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised HNCs and HNDs are those developments or revisions undertaken by a group of centres in partnership with SQA.

Specialist single centre and specialist collaborative devised HNCs and HNDs are those developments or revisions led by a single centre or small group of centres who provide knowledge and skills in a specialist area. Like consortium-devised HNCs and HNDs, these developments or revisions will also be supported by SQA.

10 Appendices

Appendix 1: SVQ Mapping
Appendix 2: KSF Information and Mapping
Appendix 3: IHRIM Mapping
Appendix 4: Credit Transfer Information
Appendix 5: Developing Core Skills
Appendix 6: Support Materials

See following pages for appendices.

Appendix 1

SVQ Mapping

Unit 301 Carry out your responsibilities at work

Unit Summary: Communicate effectively, accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

Candidate must be able to:

- Communicate information
- Plan and be accountable for own work
- Improve own performance
- Behave in a way that supports effective working

The knowledge relating to this Unit covers:

- Effective communication
- Structure and presentation of information
- Working with others
- Negotiation of work targets and timescales
- Procedures and codes of practice relevant to area of work
- Learning development

Knowledge relating to the above is covered by the following Units:

- IT in Business— Word Processing and Presentation Applications
- Medical Terminology for Administration Staff
- Hospital Patient Administration
- GP Medical Administration
- Legal Protection of NHSS Patient Data
- Creating a Culture of Customer Care
- IT in Business — Spreadsheets
- IT in Business — Databases
- Employment Experience 1
- Work Experience

Unit 302 Work within your business environment

Unit Summary: Work effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, respecting diversity, protecting security and confidentiality and managing risk.

Candidate must be able to:

- Work to achieve organisation's purpose and values
- Apply employment responsibilities and rights
- Support diversity
- Maintain security and confidentiality
- Assess and manage risk

The knowledge relating to this Unit covers:

- Organisation's mission and purpose
- Policies, procedures, systems and values of the organisation and how they relate to work role
- Employment issues
- Diversity
- Legal and organisational requirements
- Health and safety
- Risk assessment

Knowledge relating to the above is covered by the following Units:

- IT in Business — Word Processing and Presentation Applications
- Medical Terminology for Administration Staff
- Hospital Patient Administration
- GP Medical Administration
- Legal Protection of NHSS Patient Data
- Creating a Culture of Customer Care
- IT in Business — Spreadsheets
- IT in Business — Databases
- Employment Experience 1
- Work Experience

Unit 310: Research, analyse and report information

Candidate must be able to:

- Research information
- Analyse and report information

The knowledge relating to this Unit covers:

- Types of information
- Aims, objectives and timelines for production of information
- Information sources and research methods
- Organisation of information

Knowledge relating to the above is covered by the following Units:

- IT in Business — Word Processing and Presentation Applications
- Medical Terminology for Administration Staff
- Hospital Patient Administration
- GP Medical Administration
- Legal Protection of NHSS Patient Data
- Creating a Culture of Customer Care
- IT in Business — Spreadsheets
- IT in Business — Databases

Unit 318 Design and produce documents

Unit Summary: Design and produce high quality, attractive documents to agreed specifications.

Candidate must be able to:

- Agree purpose, content, style, quality standards and deadlines for document
- Research and organise content
- Design and produce document to agreed style
- Integrate non-text items
- Check for accuracy, editing and correcting as necessary
- Store document safety and securely

The knowledge relating to this Unit covers:

- Importance of high quality and attractive documents
- Different types of documents
- Different formats in which text may be presented
- Technology available for inputting, formatting and editing text and their main features
- File management
- Confidentiality and data protection

Knowledge relating to the above is covered by the following Units:

- IT in Business — Word Processing and Presentation Applications
- Medical Terminology for Administration Staff
- Hospital Patient Administration
- GP Medical Administration
- Legal Protection of NHSS Patient Data
- Creating a Culture of Customer Care
- IT in Business — Spreadsheets
- IT in Business — Databases

Unit 321 Provide leadership for your team

Unit Summary: Provide direction to the members of your team and motivate and support them to achieve the objectives of the team and their personal work objectives.

Candidate must be able to:

- Communicate purpose and objective of the team to all members
- Involve members in planning how the team will achieve its objectives
- Encourage and support team members
- Steer team successfully through difficulties and challenges
- Deal with conflict
- Monitor activities and progress

The knowledge relating to this Unit covers:

- Methods of communication
- SMART objectives
- Leadership styles
- Conflict management
- Industry/sector legal, regulatory and ethical requirements
- Standards of performance
- Support mechanisms

Knowledge relating to the above is covered by the following Units:

- Medical Terminology for Administration Staff
- Hospital Patient Administration
- GP Medical Administration
- Legal Protection of NHSS Patient Data
- Creating a Culture of Customer Care
- Employment Experience 1
- Work Experience

Unit 322 Prepare text from notes

Unit Summary: Present accurate and correct text in an agreed format from notes taken by yourself or others.

Candidates must be able to:

- Agree purpose, format, quality standards and deadlines for the text
- Input text at a minimum speed of 60 words per minute
- Make efficient use of technology available
- Check for accuracy, editing and correcting as necessary
- Store text and original notes safety and securely
- Present text in required format

The knowledge relating to this Unit covers:

- Types of documents
- Purpose, format and deadlines for text
- File management
- Confidentiality and data protection
- Types of technology

Knowledge relating to the above is covered by the following Units:

- IT in Business — Word Processing and Presentation Applications
- Hospital Patient Administration
- GP Medical Administration
- Legal Protection of NHSS Patient Data
- Creating a Culture of Customer Care

Appendix 2

KSF Information and Mapping

KSF Mapping to PDA Advanced Certificate in Medical Administration

The PDA in Medical Administration provides underpinning knowledge for individuals wishing to *develop* to the following levels:

Unit Number	Title	C1	C2	C3	C4	C5	C6	IK1	IK2	IK3	G5
DE1L 34	IT in Business Word Processing and Presentation Applications	3	1	3	2	2	2	3	3	-	-
DM6C 34	Medical Terminology for Administration Staff	3	2	2	2	2	2	-	-	3	-
DL51 34	Hospital Patient Administration	3	2	3	2	2	3	3	3	3	1
DJ4H 34	GP Medical Administration	3	2	3	2	2	3	3	3	3	2
DM6A 35	Legal Protection of NHSS Patient Data	3	2	3	2	3	3	3	3	3	-
DJ42 34	Creating a Culture of Customer Care	3	2	3	3	3	3	1	2	3	-
DE1N 34	IT in Business — Databases	3	2	3	2	2	2	3	3	3	-
DE1M 34	IT in Business — Spreadsheets	3	2	3	3	2	2	3	3	3	-
D7HJ 34	Employment Experience 1	3	2	2	3	3	3	-	-	-	-
DV0M 34	Work Experience	3	2	2	3	3	3	-	-	-	-

There may be opportunities for development in other dimensions through the contextualisation of assessment.

Key:
C1 – Communication
C2 – Personal and people development
C3 – Health, safety and security
C4 – Service improvement
C5 – Quality
C6 – Equality and diversity
IK1 – Information processing
IK2 – Information collection and analysis
IK3 – Knowledge and information resources
G5 – Services and project management

OVERVIEW OF THE NHS KSF

Dimensions	Level Descriptors			
CORE	1	2	3	4
1 **Communication**	Communicate with a limited range of people on day-to-day matters	Communicate with a range of people on a range of matters	Develop and maintain communication with people about difficult matters and/or in difficult situations	Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations
2 **Personal and people development**	Contribute to own personal development	Develop own skills and knowledge and provide information to others to help their development	Develop oneself and contribute to the development of others	Develop oneself and others in areas of practice
3 **Health, safety and security**	Assist in maintaining own and others' health, safety and security	Monitor and maintain health, safety and security of self and others	Promote, monitor and maintain best practice in health, safety and security	Maintain and develop an environment and culture that improves health, safety and security
4 **Service improvement**	Make changes in own practice and offer suggestions for improving services	Contribute to the improvement of services	Appraise, interpret and apply suggestions, recommendations and directives to improve services	Work in partnership with others to develop, take forward and evaluate direction, policies and strategies
5 **Quality**	Maintain the quality of own work	Maintain quality in own work and encourage others to do so	Contribute to improving quality	Develop a culture that improves quality
6 **Equality and diversity**	Act in ways that support equality and value diversity	Support equality and value diversity	Promote equality and value diversity	Develop a culture that promotes equality and values diversity

Dimensions	Level Descriptors			
HEALTH AND WELLBEING	**1**	**2**	**3**	**4**
HWB1 Promotion of health and wellbeing and prevention of adverse effects on health and wellbeing	Contribute to promoting health and wellbeing and preventing adverse effects on health and wellbeing	Plan, develop and implement approaches to promote health and wellbeing and prevent adverse effects on health and wellbeing	Plan, develop and implement programmes to promote health and wellbeing and prevent adverse effects on health and wellbeing	Promote health and wellbeing and prevent adverse effects on health *and wellbeing* through contributing to the development, implementation and evaluation of related policies
HWB2 Assessment and care planning to meet health and wellbeing needs	Assist in the assessment of people's health and wellbeing needs	Contribute to assessing health and wellbeing needs and planning how to meet those needs	Assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs	Assess complex health and wellbeing needs and develop, monitor and review care plans to meet those needs
HWB3 Protection of health and wellbeing	Recognise and report situations where there might be a need for protection	Contribute to protecting people at risk	Implement aspects of a protection plan and review its effectiveness	Develop and lead on the implementation of an overall protection plan
HWB4 Enablement to address health and wellbeing needs	Help people meet daily health and wellbeing needs	Enable people to meet ongoing health and wellbeing needs	Enable people to address specific needs in relation to health and wellbeing	Empower people to realise and maintain their potential in relation to health and wellbeing
HWB5 Provision of care to meet health and wellbeing needs	Undertake care activities to meet individuals' health and wellbeing needs	Undertake care activities to meet the health and wellbeing needs of individuals with a greater degree of dependency	Plan, deliver and evaluate care to meet people's health and wellbeing needs	Plan, deliver and evaluate care to address people's complex health and wellbeing needs
HWB6 Assessment and treatment planning	Undertake tasks related to the assessment of physiological and psychological functioning	Contribute to the assessment of physiological and psychological functioning	Assess physiological and psychological functioning and develop, monitor and review related treatment plans	Assess physiological and psychological functioning when there are complex and/or undifferentiated abnormalities, diseases and disorders and develop, monitor and review related treatment plans
HWB7 Interventions and treatments	Assist in providing interventions and/or treatments	Contribute to planning, delivering and monitoring interventions and/or treatments	Plan, deliver and evaluate interventions and/or treatments	Plan, deliver and evaluate interventions and/or treatments when there are complex issues and/or serious illness
HWB8 Biomedical investigation and intervention	Undertake tasks to support biomedical investigations and/or interventions	Undertake and report on routine biomedical investigations and/or interventions	Plan, undertake, evaluate and report biomedical investigations and/or interventions	Plan, undertake, evaluate and report complex/unusual biomedical investigations and/or interventions
HWB9 Equipment and devices to meet health and wellbeing needs	Assist in the production and/or adaptation of equipment and devices	Produce and/or adapt equipment and devices to set requirements	Design, produce and adapt equipment and devices	Design, produce and adapt complex/unusual equipment and devices
HWB10 Products to meet health and wellbeing needs	Prepare simple products and ingredients	Prepare and supply routine products	Prepare and supply specialised products	Support, monitor and control the supply of products

Dimensions	Level Descriptors			
ESTATES AND FACILITIES	**1**	**2**	**3**	**4**
EF1 Systems, vehicles and equipment	Carry out routine maintenance of simple equipment, vehicle and system components	Contribute to the monitoring and maintenance of systems, vehicles and equipment	Monitor, maintain and contribute to the development of systems, vehicles and equipment	Review, develop and improve systems, vehicles and equipment
EF2 Environments and buildings	Assist with the maintenance and monitoring of environments, buildings and/or items	Monitor and maintain environments, buildings and/or items	Monitor, maintain and improve environments, buildings and/or items	Plan, design and develop environments, buildings and/or items
EF3 Transport and logistics	Transport people and/or items	Monitor and maintain the flow of people and/or items	Plan, monitor and control the flow of people and/or items	Plan, develop and evaluate the flow of people and/or items

Dimensions	Level Descriptors			
INFORMATION AND KNOWLEDGE	**1**	**2**	**3**	**4**
IK1 Information processing	Input, store and provide data and information	Modify, structure, maintain and present data and information	Monitor the processing of data and information	Develop and modify data and information management models and processes
IK2 Information collection and analysis	Collect, collate and report routine and simple data and information	Gather, analyse and report a limited range of data and information	Gather, analyse, interpret and present extensive and/or complex data and information	Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information
IK3 Knowledge and information resources	Access, appraise and apply knowledge and information	Maintain knowledge and information resources and help others to access and use them	Organise knowledge and information resources and provide information to meet needs	Develop the acquisition, organisation, provision and use of knowledge and information

Dimensions	Level Descriptors			
GENERAL	**1**	**2**	**3**	**4**
G1 **Learning and development**	Assist with learning and development activities	Enable people to learn and develop	Plan, deliver and review interventions to enable people to learn and develop	Design, plan, implement and evaluate learning and development programmes
G2 **Development and innovation**	Appraise concepts, models, methods, practices, products and equipment developed by others	Contribute to developing, testing and reviewing new concepts, models, methods, practices, products and equipment	Test and review new concepts, models, methods, practices, products and equipment	Develop new and innovative concepts, models, methods, practices, products and equipment
G3 **Procurement and commissioning**	Monitor, order and check supplies of goods and/or services	Assist in commissioning, procuring and monitoring goods and/or services	Commission and procure products, equipment, services, systems and facilities	Develop, review and improve commissioning and procurement systems
G4 **Financial management**	Monitor expenditure	Coordinate and monitor the use of financial resources	Coordinate, monitor and review the use of financial resources	Plan, implement, monitor and review the acquisition, allocation and management of financial resources
G5 **Services and project management**	Assist with the organisation of services and/or projects	Organise specific aspects of services and/or projects	Prioritise and manage the ongoing work of services and/or projects	Plan, coordinate and monitor the delivery of services and/or projects
G6 **People management**	Supervise people's work	Plan, allocate and supervise the work of a team	Coordinate and delegate work and review people's performance	Plan, develop, monitor and review the recruitment, deployment and management of people
G7 **Capacity and capability**	Sustain capacity and capability	Facilitate the development of capacity and capability	Contribute to developing and sustaining capacity and capability	Work in partnership with others to develop and sustain capacity and capability
G8 **Public relations and marketing**	Assist with public relations and marketing activities	Undertake public relations and marketing activities	Market and promote a service/organisation	Plan, develop, monitor and review public relations and marketing for a service/organisation

Appendix 3

IHRIM Mapping

PDA ADVANCED CERTIFICATE IN MEDICAL ADMINISTRATION

IHRIM CERTIFICATE

PDA IN MEDICAL ADMINISTRATION	**IHRIM CERTIFICATE EXAMINATION**	
IT IN BUSINESS — WORD PROCESSING AND PRESENTATION APPLICATIONS (DE1L 34)	**MODULE NAME**	**ELEMENT NUMBER**
Outcome 1		
Production of Headed Paper		
Mail Merge		
Multipage Document		
File Management	**IT Application and Development**	**4.8**
Table or Form		
Outcome 1		
Organisational Housestyle		
Templates		
Macros		
Consistent Style		
Mail Merge		
Outcome 3		
Use of Presentation Package (eg Powerpoint)		
Presentation		
Graphics and Drawing Tools		
Animation and transitions		
Outcome 4		
Security of Information and Equipment		
Confidentiality of Information	**Health Records Management**	**2.2**
Relevant and emerging Legislation		

PDA IN MEDICAL ADMINISTRATION	IHRIM CERTIFICATE EXAMINATION	
MEDICAL TERMINOLOGY FOR ADMINISTRATION STAFF (DM6C 34)	**MODULE NAME**	**ELEMENT**
Outcome 1		
Structure, physiology, pathological conditions, investigations, abbreviations and pharmacology of each body system and related medical speciality	**Anatomy, Physiology and Terminology**	**3.1, 3.3**
Correctly spell and explain medical terms	**Anatomy, Physiology and Terminology**	**3.1, 3.3**
Use of medical reference sources to verify accurate spelling and meaning		
Selection and use of appropriate medical terms for recipient		
Understand, select and use appropriate medical abbreviations		
Understand the importance of medical terminology and how it applies to the function and duties of the medical secretary		
Select and use appropriate terminology to produce documents relevant to requirement		
Outcome 2		
Understand the use of roots, prefixes, suffixes and combining vowels	**Anatomy, Physiology and Terminology**	**3.1**
Correctly spell medical terms	**Anatomy, Physiology and Terminology**	**3.1**
Correctly pronounce medical terms		
Define medical terms		
Select and use appropriate terminology to describe physiology, pathological conditions and medical procedures	**Anatomy, Physiology and Terminology**	**3.2, 3.4**
Extend abbreviations used in the medical environment		
Explain investigations and diagnostic tests	**Anatomy, Physiology and Terminology**	**3.2**

PDA IN MEDICAL ADMINISTRATION	IHRIM CERTIFICATE EXAMINATION	
HOSPITAL PATIENT ADMINISTRATION (DL51 34)	**MODULE NAME**	**ELEMENT**
Outcome 1		
Describe the overall structure of the NHSS	**Health Records Management**	**2.08**
Describe responsibilities of the component bodies of the NHSS		
Describe the organisational structure of a hospital		
Describe the function and responsibilities of the personnel involved in hospital patient administration		
Outcome 2		
Compilation of Procedures Manual including:		
Computerised patient administration systems where appropriate – for registration, admission/discharges, out-patient appointments, waiting lists and any other relevant systems	**Operational Health Records**	**1.14, 1.16, 1.26, 1.27, 1,28, 1.29, 1.30, 1.36, 1.39, 1.40, 1.41, 1.42, 1.43, 1.44, 1.45**
Filing/retrieval procedures	**Operational Health Records**	**1.1, 1.6**
Storage and retention policy for medical records and non-medical records	**Operational Health Records**	**1.2, 1.7**
Diagnostic coding	**Operational Health Records**	**1.25, 1.47, 1.48, 1.49, 1.50, 1.51**
Data gathering for statistics	**Operational Health Records**	**1.8, 1.9**
Outcome 3		
Data Protection Act 1998	**Health Records Management**	**2.2, 2.15**
Access to Health Records Act 1990	**Health Records Management**	**2.1, 2.13, 2.14, 2.16**
Access to Medical Reports Act 1988		
Freedom of Information (Scotland) Act 2002		**2.19**
The role of Caldicott Guardians	**Health Records Management**	**2.3**
The role of Information Commissioner(s) in relation to the Data Protection Act 1998 and the Freedom of Information (Scotland) Act 2002		
Up-to-date and emerging legislation	**Health Records Management**	**2.11, 2.12**
Outcome 4		
Interpersonal and communications skills in dealing with difficult, delicate or sensitive situations and issues in the context of patient administration	**Operational Health Records**	**1.37, 1.35, 1.38**
Principles for protecting patient confidentiality	**Health Records Management**	**2.11, 2.21, 2.22, 2.23, 2.24**
Patients' Rights		**As above**
Complaints Procedures		

PDA IN MEDICAL ADMINISTRATION	IHRIM CERTIFICATE EXAMINATION	
IT IN BUSINESS – DATABASES ((DE1N 34)	**MODULE NAME**	**ELEMENT**
Outcome 1		
Analyse a business problem and identify key information needs		
Design a database structure using established database terminology		
Define key fields and establish appropriate relationships		
Create a database showing tables and relationships		
Outcome 2		
Create and use forms for inputting, finding and editing of data	**IT Application and Development**	**5.2**
Demonstrate ability to sort information stored on more than one criterion		
Editing tables — adding/moving/deleting fields and adding/editing/deleting records		
Print hard copies of tables		
Outcome 3		
Analyse business problems		
Use database query function to create simple queries		
Propose possible solution to business problem		

PDA IN MEDICAL ADMINISTRATION	IHRIM CERTIFICATE EXAMINATION	
IT IN BUSINESS — SPREADSHEETS (DE1M 34)	**MODULE NAME**	**ELEMENT**
Outcome 1		
Design spreadsheets		
Create and use spreadsheets		
Create formulae		
Rules for arithmetic formulae		
Use of functions		
Apply names and comments		
Formatting features		
Consolidation of worksheets		
Customise screen elements		
Print options		
Security measures and protection	**IT Application and Development**	**4.3**
Outcome 2		
Prepare graphical information	**IT Application and Development**	**5.6**
Use chart enhancement features		
Explanation of graphical information		
Outcome 3		
Methods of averaging data	**IT Application and Development**	**5.3**
Complete frequency distribution table		
Calculate standard deviation		
Graphic representation of frequency distribution		
Analyse data		

PDA IN MEDICAL ADMINISTRATION	IHRIM CERTIFICATE EXAMINATION	
LEGAL PROTECTION OF NHSS PATIENT DATA (DM6A 35)	**MODULE NAME**	**ELEMENT**
Outcome 1		
The roles of key personnel: Information Commissioner, Caldicott Guardian, Data Protection Officers and any other personnel charged with protection of patient data under current and emerging legislation, where appropriate	**Health Records Management**	**2.1, 2.2, 2.3**
Legal requirements for storage and transmission of patient data	**Health Records Management**	**2.11**
Outcome 2		
Freedom of Information (Scotland) Act 2002	**Health Records Management**	**2.19**
Data Protection Act 1998	**Health Records Management**	**2.2**
Access to Medical Reports Act 1998	**Health Records Management**	**2.1**
Electronic Communications Act 2000		
Access to Health Records Act 1990	**Health Records Management**	**2.1**
Relevant emerging legislation		
Outcome 3		
Access to patient data by patients and third parties (eg lawyers, insurance companies, employers)	**Health Records Management**	**2.21**
Electronic and manual storage of patient data – retention and archiving of records	**Operational Health Records**	**1.1, 1.2, 1.6, 1.7**
NHSS staff responsibilities in relation to data protection and confidentiality	**Health Records Management**	**2.3**

PDA IN MEDICAL ADMINISTRATION	IHRIM CERTIFICATE EXAMINATION	
CREATING A CULTURE OF CUSTOMER CARE (DJ42 34)	**MODULE NAME**	**ELEMENT**
Outcome 1		
Identification of customers		
Factors which contribute to excellent customer care		
Product and/or service knowledge		
Understand the impact of excellent, acceptable or poor customer service on a business		
Outcome 2		
Organisational structures best suited to effective customer care		
The need for both management and staff support of organisational customer care policies		
Empowerment of staff		
Dealing with customer care problems		
Customer aftercare		
Outcome 3		
Planning a customer care strategy		
Setting standards for customer care		
Obtaining and monitoring qualitative and quantitative customer feedback		
Continuous review and improvement of customer care		

PDA IN MEDICAL ADMINISTRATION	IHRIM CERTIFICATE EXAMINATION	
EMPLOYMENT EXPERIENCE 1 (D7HJ 34)	**MODULE NAME**	**ELEMENT**
Outcome 1		
How to set objectives which are SMART		
Distinction between internal and external customers		
Importance of agreeing customer needs		
Stages of planning		
Importance of defining and allocating roles to group members		
Outcome 2		
Building and maintaining interpersonal relationships		
Group decision making		
The process of monitoring and control		
Importance of meeting legal and organisational requirements		
Outcome 3		
Importance of analysing personal strengths and weaknesses		
Value of identifying personal lessons for the future		
Methods of obtaining feedback from others		

Appendix 4

Credit Transfer Information

New Unit Title	New Unit Code	Old Unit Title	Old Unit Code	Credit Transfer Conditions
IT in Business — Word Processing and Presentation Applications	DE1L 34	Presenting Business Information and Presenting Complex Business Information	A6GB 04 A6GC 04	Candidates holding PBI and PCBI may be able to do accelerated assessment for this Unit.
Medical Terminology for Administration Staff	DM6C 34	Medical Terminology in the Medical Environment	A75W 35	To gain credit transfer to the new Unit candidates will have to provide additional evidence as specified in the Unit's Evidence Requirements. *(NB Much of the content is similar to the predecessor Unit – the Evidence Requirements have changed)*
Hospital Patient Administration	DL51 34	Hospital Administration in Practice	A75V 34	Full credit transfer
GP Medical Administration	DJ4H 34	GP Medical Administration in Practice	A75T 34	To gain credit transfer to the new Unit candidates will have to provide additional evidence as specified in the Unit's Evidence Requirements in respect of Outcomes 2 and 3.
Legal Protection of NHSS Patient Data				There is no credit transfer for this Unit.
Creating a Culture of Customer Care	DJ42 34	Customer Care	A619 34	Full credit transfer
IT in Business — Spreadsheets	DE1M 34	Using Information Technology in Business: Spreadsheet and Word Processing Applications	A6GE 04	To gain credit transfer to the new Unit candidates will have to provide additional evidence as specified in the Unit's Evidence Requirements in respect of Outcome 3.

New Unit Title	New Unit Code	Old Unit Title	Old Unit Code	Credit Transfer Conditions
IT in Business — Databases	DE1N 34	Using Information Technology in Business: Database and Word Processing Applications	A6GD 04	To gain credit transfer to the new Unit candidates will have to provide additional evidence as specified in the Unit's Evidence Requirements in respect of Outcomes 2 and 3. Outcome 2: ♦ All Core Skill requirements ♦ Creating forms/using forms Outcome 3: ♦ All Core Skill requirements ♦ Selection of appropriate data sources is effective ♦ Apply an efficient and effective search strategy ♦ Propose possible solutions to a business problem based on search results *This could be best evidenced if the candidate was to undertake an extra timed assessment covering all of Outcome 3 and the form element of Outcome 2 for the new Unit. During the assessment the tutor should observe the candidate using the observation form for Outcome 2.*
Employment Experience 1	D7HJ 34			There is no credit transfer for this Unit
Work Experience	DV0M 34	Workplace Experience	A6T1 34	Full credit transfer

Appendix 5

Development of Core Skills

Unit No	Unit Title	Written Comms – Reading	Written Comms – Writing	Oral Comms	Numeracy - Using Graphical Info	Numeracy - Using Number	Using IT	Problem Solving – Critical Thinking	Problem Solving – Planning and Organising	Problem Solving – Reviewing and Evaluating	Working with Others
DE1L 34	IT in Business — Word Processing and Presentation Applications	X	X				X	X	X	X	
DM6C 34	Medical Terminology for Administration Staff	X	X	X				X	X	X	
DL51 34	Hospital Patient Administration	X	X				X	X	X	X	
DJ4H 34	GP Medical Administration	X	X				X	X	X	X	
DM6A 34	Legal Protection of NHSS Patient Data	X	X				X	X	X	X	
DJ42 34	Creating a Culture of Customer Care	X	X	X				X	X	X	X
DE1M 34	IT in Business — Spreadsheets	X	X		*	*	X	*			
DE1N 34	IT in Business — Databases	X	X				X	X	X	X	
D7HJ 34	Employment Experience 1							X	X	X	*
DV0M 34	Work Experience		X	X				*	*	*	X

* = embedded Core Skill

Appendix 6

Support Material

Support material is available from SQA's secure website for the following Units:

Assessment Exemplars

DE1L 34	*IT in Business — Word Processing and Presentation Applications (contextualised exemplar)*
DM6C 34	*Medical Terminology for Administration Staff*
DL51 34	*Hospital Patient Administration*
DJ4H 34	*GP Medical Administration*
DM6A 35	*Legal Protection of NHSS Patient Data*
DE1M 34	*IT in Business — Spreadsheets*
DE1N 34	*IT in Business — Databases*
D7HJ 34	*Employment Experience 1*
DV0M 34	*Work Experience*

Student Guides

DJ42 34	*Creating a Culture of Customer Care*
DE1L 34	*IT in Business — Word Processing and Presentation Applications*
DE1M 34	*IT in Business — Spreadsheets*
DE1N 34	*IT in Business — Databases*

Support Material has been commissioned for

DM6C 34	*Medical Terminology for Administration Staff*
DL51 34	*Hospital Patient Administration*
DJ4H 34	*GP Medical Administration*