

NPA in Administration: **Medical Receptionist at SCQF level 5**

Recognising that you care



The National Progression Award (NPA) in Administration: Medical Receptionist at SCQF level 5 has been developed by SQA to improve learners' skills in medical terminology and reception. The NPA is designed for people who are currently working in the health sector, or want to work in it.

Completing the NPA may also provide learners with opportunities to progress within the health sector or to other SCQF level 5 or 6 qualifications.

This qualification is available through colleges.

Why should my centre deliver this qualification?

The NPA in Administration: Medical Receptionist at SCQF level 5 gives learners a platform that will allow them to develop skills in medical terminology, medical reception and records, and administration. Recognising that learners will still be making choices about their future, it offers multiple exit routes, either towards employment or further study.

In the NHS primary sector, the NPA in Administration: Medical Receptionist enables learners to address the key areas of registration of new patients, making appointments and dealing with enquiries from patients, accepting specimens, confirming results of investigations and arranging ambulances.

In the NHS secondary sector, the NPA enables learners to carry out reception duties to patients and clinical staff in the hospital during and outwith hours, check patient demographic details, and sort and allocate filing to appropriate areas.



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Who does this qualification suit?

The NPA in Administration: Medical Receptionist is suitable for the following learners:

- school leavers
- adult returners
- employees wishing to enhance their qualifications
- learners looking for access to HN
- as 'added value' to full-time candidates

Access

There are no specific recommended entry requirements for this NPA. Entry will be at the discretion of the centre.

It is recommended that learners have previous experience in Communication, Audio and Word Processing at level 4 or related work experience.

Progression

Into employment: Having achieved the NPA, learners could gain employment in the health sector as:

- Medical Secretary (hospital and GP)
- Receptionist/Secretary (hospital and GP)

In the NHS: The NPA will also help NHS staff employed at Band 2 who wish to progress into Band 3 Administrator/Support Secretary roles.

Approval

If your centre has devolved authority, you can seek approval through your own internal approval process.

If your centre does not have devolved authority, you will have to come forward for approval and should contact the Business Development Team for guidance in completing the combined CA1/SA1 form.

Assessors and verifiers must be able to meet SQA's general requirements for technical and occupational competence.

Assessment

Timetabling of the three Units would be at the discretion of individual centres. It is recommended that Medical Terminology be offered first, as the other two Units refer to it.

Assessment Support Packs have a critical role in ensuring that delivery of Units is linked to medical administration and admin-related situations. This allows delivery and assessment of the two Units Medical Administration and Medical Reception and Records to be integrated where possible.

Structure

The NPA in Administration: Medical Receptionist (18 SCQF credit points) at SCQF level 5 consists of three mandatory Units.

The Group Award code is GA4C 45.

Mandatory Units

- **Medical Terminology:
An Introduction – F5AK11**
- **Medical Reception and Records – F5AJ11**
- **Medical Administration – FF2E 10**

The Arrangements document is published on SQA's website www.sqa.org.uk.



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