



Arrangements for:
National Progression Award in
Administration: Medical Receptionist
at SCQF level 5

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SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of National Qualification Group Awards.

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1 Introduction

This is the Arrangements Document for the National Progression Award (NPA) in Administration: Medical Receptionist at SCQF level 5 which has been developed under the Design Principles for National Certificates published by SQA in July 2006, the award was validated in January 2011. 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.

The NPA in Administration: Medical Receptionist has been designed to equip learners with the skills required for success in current and future employment within the Health Sector or for progression to further academic qualifications.

The NPA has been developed along with the National Certificate development in Administration and the Units are available as optional units within the new National Certificate in Administration at SCQF level 5.

2 Rationale for the development of the Group Award

The National Progression Award in Administration: Medical Receptionist at SCQF level 5 consists of three mandatory 40 hour Units.

The NPA has been developed by SQA with the purpose of improving learners' skills in medical terminology and reception. It meets the needs of colleges which require a greater degree of flexibility in the delivery of their programmes.

National Progression Awards are designed to:

- ◆ mainly be used in post-compulsory education
- ◆ be followed part-time for those already in work; or for those who have a desire to enter employment in the business and health sector
- ◆ assess and certificate a defined set of skills and knowledge.
- ◆ give credit to full-time students who may not be able to complete their full Course

The NPA is designed for individuals who are currently working in or desire to work in the Health Sector. Completion of the NPA may also provide learners with opportunities for progression either within the sector or to other SCQF level 5 or 6 qualifications.

2.1 Nature and purpose of the award

The National Progression Award in Administration: Medical Receptionist at SCQF level 5 is designed to meet the terminology and reception skills required in the Health Sector. The award structure and Unit content provides a coherent and progressive curriculum which creates and promotes effective articulation and transition into further education, whilst simultaneously recognising and supporting skills for both the primary and secondary sector and future employment. Within the primary sector the award would enable learners to address the key areas of Registration of New Patients, Making Appointments and Dealing with Enquiries from Patients and Accepting Specimens, Confirming Results of Investigations and Arranging Ambulances as required. Within the secondary sector it would enable learners to carry out Reception Duties to Patients and Clinical Staff within the Hospital during and outwith hours, Check Patient Demographic Details and Sort and Allocate Filing to Appropriate Areas.

2.2 Establishing the need for the qualification

Consultation was undertaken with sector practitioners and the Further Education Sector and it was agreed that the NPA would be beneficial.

The NPA in Administration: Medical Receptionist at SCQF level 5, would allow learners to develop their knowledge in Medical Terminology, Administration and Reception skills in order to give them an opportunity to gain a recognised qualification.

In recent years students have also looked for more flexibility in delivery and have been less prepared to commit to a full year's programme of study. Overall the QDT felt that there was a requirement for an award which would:

- ◆ be recognised by schools, employers and other educational institutions
- ◆ award a group of units signifying achievement
- ◆ retain flexibility in delivery
- ◆ provide a progression route from Administration Level 4 courses
- ◆ provide an exit route
- ◆ match the capabilities, expectations and interests of learners enrolling for the award

2.3 Establishing the level of the award

The level of the NPA in Administration: Medical Receptionist was influenced by the fact that the new NC in Administration is levelled at SCQF level 5, and therefore, the NPA was designed around this. SQA design principles allow a minimum credit value of twelve SCQF credit points (at least two Units) and at least half of the credit points have to be at the level of the Group Award. As the suggested new NPA in Administration: Medical Receptionist is designed for learners who wish to enter a medical environment perhaps for the first time, it was agreed that a SCQF level 4 Unit would be required as an introduction and two SCQF level 5 Units to enable progression on to SCQF level 5 National Certificate Courses.

2.4 Target client group

The NPA in Administration: Medical Receptionist is intended for learners who want to develop and increase reception skills, ICT skills and medical terminology. It is considered that this NPA would be suitable for:

- young people who may still be at or who have left school recently
- mature 'adult returners' who have decided to re-enter education
- employees wishing to enhance their qualifications
- potential students looking for access to National Certificate SCQF level 5 Courses
- employers wishing short CPD courses for their employees

These groups have quite different characteristics. Many recent school leavers have limited formal school attainment. Adult returners may also possess few formal qualifications and while they frequently have valuable experience, they may lack confidence in their ability to learn. As more emphasis is put on Lifelong Learning and Continuing Professional Development, employers are keen to offer certificated Courses to employees.

It is envisaged that this award could be offered in one of the following modes:

- ◆ full time
- ◆ part time
- ◆ infill into existing classes
- ◆ evening classes

The NPA will provide formal recognition of existing skills and provide new skills.

2.5 Progression routes

Learners undertaking and successfully completing the NPA in Administration: Medical Receptionist, could progress on to SCQF level 5 National Certificate Courses.

For learners with previous work experience and this NPA, centres may be prepared to consider them for entry to Professional Development Awards. For learners who are looking to progress into employment in the NHS, the NPA in Administration: Medical Receptionist is aimed at learners entering this type of employment. However, new entrants may also benefit from the NPA if they have had no formal training.

2.6 Relationship to National Occupation Standards

National Occupational Standards (NOS) are developed by the key employment sectors of the United Kingdom. These standards set the competences required for job roles within a particular employment sector.

Links to occupational standards are shown in the table below. The Council for Administration publishes the standards for SVQs in Business and Administration. The table below shows where the Units for this award have specific links to the National Occupational Standards.

Mandatory Units	SCQF level	Links to NOS
Medical Administration	4	201, 203, 206, 209, 219, 220, 224
Medical Reception and Records	5	203, 204, 206,
Medical Terminology	5	*

* no specific suite of NOS for Medical Secretaries

2.7 Access to the NPA in Administration: Medical Receptionist

While entry is at the discretion of the centre, we would recommend that learners should have previous experience in Communication at SCQF level 3 or 4, or related work based experience.

3 Aims of the Group Award

The National Progression Award in Administration: Medical Receptionist, (SCQF level 5) has been designed as a flexible programme which aims to provide learners with a range of skills to suit a medical office environment. It recognises that learners will be at a stage where they are making choices about their future. As a result, it offers multiple exit routes, either towards employment or further study, depending on the wishes of the student. Completing the award will put learners in a stronger position to move to the next stage of their career and should increase their chances of doing this successfully.

3.1 General aims of the Group Award

- 1 Give learners a strong foundation in medical terminology which will enable them to progress within a medical office environment.
- 2 Enable learners to consider the various options open to them and to make informed career choices for their future.
- 3 Prepare learners for entry into further qualifications such as Professional Development Awards in Medical Administration and Administration and Information Technology and other related areas.
- 4 Provide learners with relevant skills, for example:
 - ◆ The role of the receptionist
 - ◆ How to deal effectively with customer complaints
 - ◆ The importance of a good telephone manner
 - ◆ How to use a fax machine
 - ◆ How to compose and send emails
 - ◆ How to leave a voice message
 - ◆ How to prepare a letter
 - ◆ How to query a database
 - ◆ How to use a mail merge
 - ◆ Filing

for medical related occupations, and for further study in administration.

The table below references the above Aims into the individual three mandatory Units:

Unit Code	Unit Title	Reference to aims of the Award
F5AK 11	Medical Terminology: An Introduction (Level 5)	1, 2, 3
FF2E10	Medical Administration	2, 3, 4
F5AJ 11	Medical Reception and Records	2, 3, 4

3.2 Specific aims of the Group Award(s)

The general aim of the National Progression Award in Administration: Medical Receptionist, (SCQF level 5) is to provide learners with the necessary skills in Medical Terminology, Medical Administration and Medical Reception and Records and to certificate same. As a result it is hoped that learners would then be able to either progress in education, find suitable employment or progress within current employment.

3.3 Target groups

It is envisaged that the following groups would be targeted:

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

3.4 Employment opportunities

On successful completion of the NPA in Administration: Medical Receptionist, (SCQF level 5), it is envisaged that employment could be gained in the health sector in one of the following areas:

- ◆ Medical Receptionist (hospital and GP)
- ◆ Medical Records (hospital)

4 Access to Group Award

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

5 Group Award structure

The National Progression Award in Administration: Medical Receptionist consists of three mandatory Units taken from the validated NC in Administration (SCQF level 5). All three of the Units are taken from the optional Units in the new NC in Administration (SCQF level 5). In accordance with the design principles two of the Units are at SCQF level 5, and one at SCQF level 4, therefore the National Progression Award will be levelled at SCQF level 5.

5.1 Framework

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Medical Terminology	F5AK11	6	5	1
Medical Reception and Records	F5AJ11	6	5	1
Medical Administration	FF2E 10	6	4	1

5.2 Mapping information

The structure of the NPA in Administration: Medical Receptionist meets the aims and the requirements of the award in a number of ways which can be summarised as follows:

- ◆ It provides skills, knowledge and capabilities needed for employment.
- ◆ It provides the credibility of a nationally accredited award.
- ◆ It consists of Units which are practical and will engage the interests of learners.
- ◆ It is compatible with existing arrangements currently adopted by centres.
- ◆ It provides the flexibility which learners and centres value.
- ◆ It provides an opportunity for learners to develop core skills in communication and some basic skills in information technology.

A small grouping of relevant Units nationally accredited into a named award is attractive to many learners who don't want or have the time for a long period of study. It will provide learners with the options to move into employment or take further study at the same level allowing them to broaden their skills. Because the award is made up of Units from the NC in Administration, it is likely that many students will be able to complete the Award – NC in Administration.

The flexibility of the Award is further enhanced as the structure takes into account that centres are likely to offer the NC in Administration as the central part of programmes of 17-20 modules. The new award is, therefore, compatible with existing arrangements.

5.3 Articulation, professional recognition and credit transfer

This will provide a platform for learners to access National Certificate Courses at SCQF level 5. Learners with previous work experience and this NPA may be able to enter Professional Development Awards. Learners looking to progress into employment within the NHS would also benefit from this qualification.

6 Approaches to delivery and assessment

The delivery of the award is at the discretion of individual centres. They may choose to deliver over a 120 hour period, during the day, evening or by infilling into existing classes, or as a mixture of all of these.

Timetabling of the 3 units would be at the discretion of individual Centres. However, it would be recommended that Medical Terminology should be offered first as reference is made to this in the other 2 units.

Assessment Support Packs have a critical role in ensuring that delivery of Units is linked to Medical administration and admin-related situations allowing for integration of delivery of the 2 Units, Medical Administration and Medical Receptionist and Records and assessment where possible.

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003), SQA Guidelines on e-assessment for Schools (BD2625, June 2005).

6.1 Sequence of Delivery

Centres can choose the order to teach and assess the Units, according to their local market needs and resources although it is advised that the medical terminology Unit be offered prior to the other two.

6.2 Core Skills

There are also opportunities to develop aspects of the Core Skills as follows:

Core Skill	Achieved through
Providing/creating information – SCQF level 4	Medical Administration (SCQF level 4)
Problem Solving – SCQF level 4 Communication verbal – SCQF level 4	Medical Reception and Records (SCQF level 5)
Communication – SCQF level 3	Medical Terminology: An Introduction (SCQF level 5)

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

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

External verification 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 verification can be found in SQA's *Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

The National Progression Award in Administration: Medical Receptionist (SCQF level 5) will give you a platform which will allow you to develop appropriate skills in medical terminology, Medical Reception and Records and Administration to help you to progress in further education or employment.

The National Progression Award in Administration: Medical Receptionist contains three mandatory Units which you need to successfully complete in order to gain the award.

There are no specific entry requirements for the National Progression Award in Administration: Medical Receptionist.

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 credit points: One SCQF credit point equates to 10 hours of learning. NQ Units at SCQF levels 2–6 are worth 6 SCQF credit points, NQ Units at level 7 are worth 8 SCQF points.

SCQF levels: The SCQF covers twelve levels of learning. National Qualification Group Awards are available at SCQF levels 2–6 and will normally be made up of National Units which are available from SCQF levels 2–7.

Dedicated Unit to cover Core Skills: This is a non-subject Unit that is written to cover one or more particular Core Skills.

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 requirements of Core Skill assessment at a particular level.

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 National Certificate/National Progression Award 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 National Certificates/National Progression Awards are those developments or revisions undertaken by a group of centres in partnership with SQA.