

NextGen: HN unit specification

GP Medical Administration (SCQF level 7)

Unit code: J9KK 47

SCQF level: 7 (8 SCQF credit points)

Valid from: August 2026

This unit specification provides detailed information about the unit to ensure consistent and transparent assessment year on year. It is for lecturers and assessors, and contains all the mandatory information you need to deliver and assess the unit.

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Unit purpose

This unit develops learners' knowledge and skills in GP medical administration.

It is primarily intended for learners who are already employed or who wish to pursue a career or further study in medical administration in NHS Scotland (NHSS) GP practices.

The unit prepares learners for employment in a medical administration role in general practice. Learners carry out activities that reflect the reality and importance of medical administration roles and responsibilities in general practice.

Entry to the unit is at your centre's discretion. Before they start the unit, we recommend learners have one or more of the following:

- good communication and literacy skills
- have achieved or be working towards a relevant administration qualification
- recent administrative work experience

Learners study this unit as part of PDA Medical Administration or HNC Administration and Digital Business Technologies. They can also study it on a stand-alone basis.

Learners who complete the unit as part of the HNC can progress to HND Administration Management and Digital Business Technologies (SCQF level 8) or to degree-level study. They can also find employment in an administrator role.

If they complete it as a stand-alone unit, they can progress to the PDA, HNC or both.

Unit outcomes

Learners who complete this unit can:

1. explain the structure and functions of general practice in the NHSS and associated job roles
2. describe legislation affecting the work of general practice in the NHSS
3. explain the role and responsibilities of general practice medical administration support staff

Evidence requirements

Assess all outcomes:

- using sampling
- under open-book conditions

You must deliver all knowledge and skills content before assessment.

Do not let learners know in advance what items you will assess them on.

Sample **three** different items each time you carry out an assessment.

Outcome 1

Learners must produce evidence to show they can **explain** the:

- function of general practice in the NHSS
- relationship between social services and general practice
- services provided to patients by both statutory and voluntary organisations
- role of primary healthcare team medical staff and medical administration support staff in general practice
- involvement of professional regulatory bodies on medical staff

Outcome 2

Learners must provide evidence to show that they can **describe** how legislation affects general practice relating to:

- patients' rights
- health and safety
- mental health
- disabled people
- negligence

Learners must describe the legislation and its relevance to, and implications for the responsibilities of medical administration support staff.

Outcome 3

Learners must provide evidence to show that they can **explain** the role of general practice medical administration support staff in:

- customer service and related supporting responsibilities
- confidentiality
- information and communication technology (ICT)
- organising and administering meetings
- information storage and retrieval

Knowledge and skills

Knowledge	Skills
<p>Outcome 1</p> <p>Learners should understand:</p> <ul style="list-style-type: none"> • the structure and functions of general practice in the NHSS • statutory and voluntary services and how they interact with general practice • the role and responsibilities of medical staff and administration support staff in general practice • the involvement of professional regulatory bodies on general practice 	<p>Outcome 1</p> <p>Learners can:</p> <ul style="list-style-type: none"> • explain the structure and functions of general practice in the NHSS and associated job roles in relation to: <ul style="list-style-type: none"> ○ services provided to patients by both statutory and voluntary services ○ the role of medical staff and administration staff in general practice ○ the implications of the role of professional regulatory bodies on medical staff
<p>Outcome 2</p> <p>Learners should understand:</p> <ul style="list-style-type: none"> • how legislation affects general practice relating to: <ul style="list-style-type: none"> ○ patients' rights ○ health and safety ○ mental health ○ disabled people ○ negligence 	<p>Outcome 2</p> <p>Learners can:</p> <ul style="list-style-type: none"> • describe legislation relating to general practice, covering: <ul style="list-style-type: none"> ○ patients' rights ○ health and safety in a medical environment ○ mental health ○ disabled people ○ negligence

Knowledge	Skills
<p>Outcome 3</p> <p>Learners should understand:</p> <ul style="list-style-type: none"> • the role and responsibilities of general practice medical administration support staff in: <ul style="list-style-type: none"> ○ customer service ○ confidentiality ○ ICT ○ organising and administering meetings ○ information storage and retrieval 	<p>Outcome 3</p> <p>Learners can:</p> <ul style="list-style-type: none"> • explain the role and responsibilities of general practice medical administration support staff in: <ul style="list-style-type: none"> ○ customer service and related supporting responsibilities ○ confidentiality ○ ICT ○ organising and administering meetings ○ manual and digital information storage and retrieval

Meta-skills

You must give learners opportunities to develop their meta-skills throughout this unit. We have suggested how to incorporate the most relevant ones into the unit content, but you may find other opportunities.

Self-management

This includes focusing, integrity, adapting and initiative. The most relevant are:

- focusing:
 - filtering out non-essential information, sorting information into categories and understanding the relationship between information
- integrity:
 - being honest and ethical when analysing and presenting information, to help ensure work is trustworthy and reliable
- adapting:
 - accepting new ideas and reflecting critically on them, self-educating and responding constructively to change and challenges
- initiative:
 - taking responsibility for actions, underpinned by self-belief and trust in own judgement
 - managing time efficiently
 - using resources to meet assessment deadlines
 - making informed decisions and being proactive

Social intelligence

This includes communicating, feeling, collaborating and leading. The most relevant are:

- communicating:
 - listening to and understanding instructions, including directions relating to course work and assessment
 - interacting with patients sensitively, appropriately and with empathy; using active listening and communicating respectfully
- feeling:
 - taking the thoughts, feelings and perspectives of other people into account
 - understanding diverse patient backgrounds
- collaborating:
 - coordinating with others to convey information and solve problems
- leading:
 - being able to self-motivate and achieve results

Innovation

This includes curiosity, creativity, sense-making and critical thinking. The most relevant are:

- curiosity:
 - exploring new ideas and concepts
- creativity:
 - coming up with new ways to solve problems

- sense-making:
 - interpreting complex information from multiple sources and applying it to real-world administrative practices in general practice
- critical thinking:
 - reflecting on situations and how to improve processes

Literacies

This unit provides opportunities to develop the following literacies.

Communication

Learners develop communication skills by:

- reading and understanding complex written information
- analysing and summarising information, ideas and supporting detail around the functional areas of general practice
- evaluating the effectiveness of information in terms of how well it meets its intended purpose
- producing well-structured reports on complex topics

Digital

Learners develop digital skills by using digital platforms to access and present information.

Learning for Sustainability

Throughout this unit, you should encourage learners to develop their skills, knowledge and understanding of sustainability.

This includes:

- a general understanding of social, economic and environmental sustainability
- a general understanding of the United Nations Sustainable Development Goals (SDGs)
- a deeper understanding of subject-specific sustainability
- the confidence to apply the skills, knowledge, understanding and values they develop in the next stage of their life

Delivery of unit

The unit is:

- an optional unit in HNC Administration and Digital Business Technologies
- a mandatory unit in PDA Medical Administration

Although you can deliver it as a stand-alone unit, we recommend you deliver it alongside the Hospital Patient Administration unit and/or Medical Terminology unit.

The notional time for delivery and assessment is 40 hours. The amount of time you allocate to each outcome is at your discretion.

Additional guidance

The guidance in this section is not mandatory.

Approaches to delivery

You can deliver this unit in person or online. The unit should prepare learners for employment in NHSS general practice.

Changes in NHSS general practice occur regularly and you should keep learners up to date with the overall structure as well as the position held by general practice in the NHSS' overall structure.

You should also keep them up to date with policy developments, government initiatives and relevant legislation that affect NHSS general practice.

You could invite guest speakers, such as practice managers or general practice senior medical secretary and administrators, to help learners understand the medical administration support staff's role in general practice.

Resources

National and local government and NHS websites.

Approaches to assessment

You can assess the outcomes using a range of methods including digital portfolio, written reports, questioning, responses to questions, case studies, practical assignments or presentations.

Assessing outcome 1

You should assess outcome 1 using a given scenario set in a general practice. Learners should produce a report or training resources, relating to statutory and voluntary bodies, that:

- compares and discusses the service each body provides to its target group, for example, older adults, children at risk or disease specific
- is appropriate for the target audience
- includes commonly asked questions, for example how to access help and general advice
- includes the structure of NHSS at both national and local level that could be used to inform new staff of the role of members of the primary healthcare team
- is 500 words minimum

Assessing outcomes 2 and 3

You should ask learners to produce sections for a staff handbook.

One section could:

- include an outline of guidance and procedures for dealing with complaints and suggestions from patients
- explain timescales and the role of the patient complaints office

Another section could explain the grievance procedure relating to staff and their conditions of employment.

Learners could also:

- produce a practice information leaflet for patients that outlines the services offered and includes:
 - opening hours
 - how to request an appointment, prescription and after-hours care
 - examples of patients' rights and how the practice addresses them

- prepare material for a staff training session on the topics of negligence and administration that encourages administration staff to consider how their actions could cause an action of negligence to be raised against the general practice

Equality and inclusion

This unit is designed to be as fair and as accessible as possible with no unnecessary barriers to learning or assessment.

You must consider the needs of individual learners when planning learning experiences, selecting assessment methods or considering alternative evidence.

Guidance on assessment arrangements for disabled learners and those with additional support needs is available on the [assessment arrangements web page](#).

Information for learners

GP Medical Administration (SCQF level 7)

This information explains:

- what the unit is about
- what you should know or be able to do before you start
- what you need to do during the unit
- opportunities for further learning and employment

Unit information

This unit focuses on developing the skills and knowledge you need to work in a medical administration role in NHSS general practice.

Before you start the unit, we recommend you have one or more of the following:

- good communication and literacy skills
- have achieved or be working towards a relevant administration qualification
- recent administrative work experience

During the unit you learn about:

- the structure and function of the NHSS, other relevant service providers and role of various staff in GP practices
- legal factors affecting the job role of all staff working in NHSS general practice
- the administrative tasks involved in general practice and the role of medical administration support staff in doing these

You are assessed under open-book conditions by case studies, extended-response questions or practical assignments.

You can study this unit as part of PDA Medical Administration or HNC Administration and Digital Business Technologies, or on a stand-alone basis.

If you complete the unit as part of the HNC, you can progress to HND Administration Management and Digital Business Technologies (SCQF level 8) or to degree-level study. You can also find employment in an administrator role.

If you complete it as a stand-alone unit, you can progress to the PDA, HNC or both.

Meta-skills

Throughout this unit, you develop meta-skills that are useful for the health sector.

Meta-skills are transferable behaviours and abilities that help you adapt and succeed in life, study and work. There are three categories of meta-skills: self-management, social intelligence and innovation.

Self-management

This meta-skill includes:

- managing time efficiently
- using resources to meet assessment deadlines

Social intelligence

This meta-skill includes:

- interacting with patients sensitively, appropriately and with empathy; using active listening and communicating respectfully
- understanding diverse patient backgrounds

Innovation

This meta-skill includes:

- developing curiosity and reinforcing understanding through extended reading and research

Learning for Sustainability

Throughout this unit, you develop skills, knowledge and understanding of sustainability.

You learn about social, economic and environmental sustainability principles and how they relate to the health sector. You also develop an understanding of the [United Nations Sustainable Development Goals](#).

Administrative information

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Superclass: PA

History of changes

Version	Description of change	Date

Please check [our website](#) to ensure you are using the most up-to-date version of this unit.

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