

NextGen: HN unit specification

Hospital Patient Administration (SCQF level 7)

Unit code: J9KL 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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Contents

Unit purpose	1
Unit outcomes	2
Knowledge and skills	5
Meta-skills	7
Literacies	9
Learning for Sustainability	10
Delivery of unit	11
Additional guidance	12
Equality and inclusion	14
Information for learners	15
Administrative information.....	18

Unit purpose

This unit develops learners' knowledge of staff roles, staff responsibilities, procedures and legislation relating to hospital patient administration and care in the context of current NHS Scotland (NHSS) hospitals.

It is primarily intended for learners who want to work in an administration role in an NHSS hospital or those already employed there and want to gain a formal qualification.

Entry to the unit is at the 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 a relevant healthcare 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. describe the organisational structure of patient administration in a typical NHSS hospital
2. describe the personnel and procedures involved in hospital patient administration
3. explain the principles of current legislation relating to medical records
4. explain customer care skills for interacting with patients

Evidence requirements

Assess all outcomes under open-book conditions.

Outcome 1

Learners must produce evidence to show they can:

- describe the structure of hospital patient administration in NHSS
- describe the roles and responsibilities of NHSS hospital patient administration staff

Learners must produce an organisation chart which specifically details the organisation of patient administration within a typical NHSS hospital. This must include:

- levels of responsibility for each function
- a description of the roles and responsibilities of the personnel involved in patient administration

The description must provide clear, detailed, concise descriptions of the roles or function of staff involved directly in patient administration.

Outcome 2

Learners produce evidence in the context of:

- **either** outpatient from referral to discharge
- **or** inpatient from admission to discharge

Learners must show they can:

- describe the procedures relating to, and personnel responsible for:
 - registration
 - admissions and/or referral
 - discharges
 - outpatient appointments
 - waiting lists
 - filing and/or retrieval procedures
 - diagnostic coding procedures
 - storage and retention policy for medical records

Outcome 3

Learners must provide evidence to show they can:

- explain the requirements of current data protection regulations
- explain the current laws relating to **two** of the following:
 - access to health records
 - access to medical reports
 - freedom of information (Scotland)
 - role of the Caldicott Guardian
 - care reform Scotland

Outcome 4

Learners produce evidence in the context of working in a hospital environment.

For **two** of the four items listed below learners must provide evidence to show they can:

- explain how to interact with patients in difficult situations, using sensitivity and awareness of their needs and expectations
- explain principles for protecting patient confidentiality and how these should be put into practice
- explain patients' rights and responsibilities and how these should be put into practice
- explain how the NHSS complaints procedure should be used

Knowledge and skills

Knowledge	Skills
<p>Outcome 1</p> <p>Learners should understand:</p> <ul style="list-style-type: none"> • the structure, roles and responsibilities of NHSS hospital patient administration and staff 	<p>Outcome 1</p> <p>Learners can:</p> <ul style="list-style-type: none"> • describe the organisational structure of patient administration in an NHSS hospital
<p>Outcome 2</p> <p>Learners should understand:</p> <ul style="list-style-type: none"> • administration procedures: <ul style="list-style-type: none"> ○ outpatient from referral to discharge ○ inpatient from admission to discharge 	<p>Outcome 2</p> <p>Learners can:</p> <ul style="list-style-type: none"> • describe hospital patient administration personnel and procedures • describe the procedures and personnel responsible for: <ul style="list-style-type: none"> ○ registration ○ admissions and/or referral ○ discharges ○ outpatient appointments ○ waiting lists ○ filing and/or retrieval procedures ○ diagnostic coding procedures ○ storage and retention policy for medical records
<p>Outcome 3</p> <p>Learners should understand:</p> <ul style="list-style-type: none"> • current legislation relating to medical records 	<p>Outcome 3</p> <p>Learners can:</p> <ul style="list-style-type: none"> • explain the requirements of current laws relating to patient medical records: <ul style="list-style-type: none"> ○ data protection regulations ○ access to health records ○ access to medical reports ○ freedom of information (Scotland) ○ the role of the Caldicott Guardian ○ care reform (Scotland)

Knowledge	Skills
<p>Outcome 4</p> <p>Learners should understand:</p> <ul style="list-style-type: none"> • appropriate customer care skills for interacting with patients • how to support patients in difficult situations, in person • principles for protecting patient confidentiality • patients' rights and responsibilities • complaints procedures 	<p>Outcome 4</p> <p>Learners can explain:</p> <ul style="list-style-type: none"> • how to interact with patients in difficult situations, using sensitivity and awareness of their needs and expectations when working in a hospital environment • the principles for protecting patient confidentiality and how these should be put into practice • patients' rights and responsibilities and how these should be put into practice • complaints procedures and how the NHSS complaints procedure should be used

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
 - staying current and relevant in a rapidly changing environment
- initiative:
 - taking responsibility for actions, underpinned by self-belief and trust in own judgements
 - 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, answer questions or express meaning

- sense-making:
 - interpreting complex information from multiple sources and applying it to real-world administrative practices in hospital patient administration
- critical thinking:
 - reflecting on situations and how to improve processes
 - evaluating information and drawing conclusions to solve complex problems and make decisions

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 hospital patient administration
- evaluating the effectiveness of information in terms of how well it meets the purpose it was intended for
- 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 GP Medical 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 an NHSS hospital.

Changes in NHSS occur regularly. The content of your teaching material must reflect the current situation at the time of delivery. You should keep learners up to date with:

- policy developments and government initiatives that affect NHSS hospitals
- relevant legislation affecting NHSS hospital administration in particular data protection

You could invite guest speakers, such as medical records staff, or go on site visits to help learners understand the role of administrators in hospital patient administration.

Resources

National and local government and NHS websites.

Approaches to assessment

You can use a range of methods to assess this unit, including digital portfolio, written reports, questioning, responses to questions, case studies and presentations.

You can assess outcome 1 and outcome 2 together using single combined assessment task.

Assessing outcome 1

- You should encourage learners to carry out research using government and NHSS websites, and other relevant sources of information.
- Notes to accompany the descriptions of roles and functions are likely to be 300 to 500 words.

Assessing outcome 2

- Learners could produce induction materials. To assess outcome 1 and 2 together, this task could incorporate the organisational information needed for outcome 1.
- Learners could include sample documents of the procedures they describe in the induction materials.

Assessing outcome 3

- You can assess outcome 3 using questions derived from one or more case studies, each designed to highlight the main principles of current and/or emerging legislation.
- Assessment should reflect current legislation and procedures at the time of delivery.

Assessing outcome 4

- You can assess outcome 4 using questions derived from one or more case studies.

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

Hospital Patient 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 develops your knowledge of the procedures involved in hospital patient administration in NHS Scotland (NHSS) hospitals.

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 organisational structure of the patient administration function and personnel involved
- the inpatient and outpatient administration processes and procedures
- legislation relating to medical and health records and the procedures in place in a hospital to keep patient data confidential

You also develop an awareness of the needs and expectations of patients, and develop the knowledge and skills to manage sensitive situations.

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 a relevant healthcare 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:

- exploring new ideas and concepts
- coming up with new ways to solve problems, answer questions or express meaning
- evaluating information and drawing conclusions to solve complex problems and make decisions

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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