

Course Information

For further information and application requirements on this course or other courses on offer by the Kerry ETB Training Centre please contact:

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**Or alternatively contact your local Intreo Office
or Local Employment Services office.**



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MEDICAL ADMINISTRATION

TRAINEESHIP

(TRS08)

DURATION: 40 Weeks



KERRY ETB
TRAINING CENTRE



BORD OIDEACHAIS
AGUS OILÚNA CHAIRDEAN
KERRY EDUCATION
AND TRAINING BOARD



MEDICAL ADMINISTRATION TRAINEESHIP (TRS08)

Introduction

This course is for people who wish to pursue careers as medical secretaries, administrators or receptionists. It offers participants the opportunity to develop the knowledge, skills and competencies required to carry out the administration tasks in various types of medical practices, hospitals, clinics, and companies specialising in medical products and services. The course covers office administration, audio transcription and medical records management.

What you'll study – Course Modules:

- **Induction#** - the planned outcomes and conditions attached to attendance on the course; good safety, health and hygiene practices; the basic principle involved in environmental issues; and the meaning of equal opportunities.
- **Information and Administration** - understand the various methods and systems of processing information and carry out information and administration tasks effectively.
- **Text Production** - produce a range of documents to a mailable standard with a minimum speed of 35 words per minute.
- **Word Processing** - operate word processing software to produce documents to a mailable or publishable standard.
- **Audio Transcription** - operate an audio transcription unit and apply appropriate written language and formatting to transcribe documents, use a range of reference materials as required, use business and/or vocationally specific vocabulary and terminology correctly, follow dictated instructions to produce mailable documents to the standard required by the industry.
- **Anatomy and Physiology** - describe the structure and function of the human body and the interrelationship between its systems.
- **Medical Terminology** - recognise, identify, define and apply a wide range of medical terminology relevant to the role of a receptionist or secretary in a medical practice, clinic or hospital context.
- **Patient Management Software** - demonstrate competence using current patient management software including HealOne, Helix Health Practice Manager and Socrates.
- **Communications*** - communicate verbally and non-verbally in standard everyday tasks and in work-related tasks.
- **Customer Service*** - provide effective customer service within a range of environments.
- **Team working*** - work as an effective member of a team, including understanding the fundamentals of: teamworking, teamworking essentials, building effective teams, setting team objectives and skills for teamworking.
- **Work Practice** - work independently, while under general supervision, in an organisation or specific vocational context related to medical administration and carry out vocationally related medical administration tasks over a period of time.
- **Career Planning and Job Seeking Skills#** - plan and achieve realistic employment and career goals.

Denotes non-assessed modules. *Denotes optional modules. Participants must study one of the following optional modules: Communications, Customer Service or Team Working.

Certification.

- QQI Level 5 Major Award in Office Administration. Participants must successfully complete component assessments in 8 of the above assessed modules to achieve the Level 5 Major Award.

Course Delivery Methods.

This is a full-time course of 40 weeks duration. It includes 10 full weeks work placement in a company. A number of training methods are used to deliver the course. These include instructions, presentations, demonstrations, supervised practice, practical work training, simulated work environment practice, role plays, and giving and receiving feedback. Participants are required to actively participate in the learning process and engage in course work outside of normal course hours. They must complete a number of written exercises and assignments throughout the course and keep up-to-date records of their progress. A number of methods are used to assess the participants' progress and for certification purposes. These include assignments, theory exams, practical exams, project work, portfolios, learner records and skills demonstrations.

Entry Requirements. Do you meet the following Criteria?

- Have a genuine interest in pursuing a career as a medical administrator.
- Reached the statutory school leaving age.
- QQI Level 4 Major Award or equivalent.
- Good numerical and communication skills.
- Good verbal and written command of English.
- Good organisational skills.
- Good Customer service skills.
- Typing speed of 15 WPM with an accuracy of 95%.

Typical Employment Opportunities.

The healthcare sector is one of the largest employers in Ireland. It includes private medical practices, dental surgeries, physiotherapy clinics, public and private hospitals and clinics, hospices, nursing homes, medical insurance companies, and suppliers and manufacturers of medical devices and medicines. All these companies employ secretaries and administrators. Small medical practices generally employ one or two secretaries while larger companies require a much higher number of administration staff.