

# Medical Administrator

Administrators play a vital part in the success of healthcare settings. They support different parts of the organisation, including medical practitioners and patients.

## What are the benefits of an apprenticeship?



Learn new skills and gain experience, whilst developing your knowledge of healthcare



Achieve a recognised qualification



Provide the support your team requires to improve patient care



Build a foundation that will support progression into management



Improve your communication skills



Earn a good salary and avoid university debt

## How do we help you get the most out of your apprenticeship?

**Our People:** With a 40 year history, we have an experienced team of coaches, technical specialists and account managers who are there to guide, challenge and support you, to not just achieve the qualification, but to have an impact on your career now and in the future.

**Our Processes:** After your enrolment and launch, you will be guided through carefully planned, manageable chunks of learning with one-to-one and group interaction, and additional support to prepare for your end-point assessment.

**Our Systems:** All of our systems are easily accessible and engaging, including OneFile to manage tasks, Profiler to help you and your employer identify further areas for improvement, Damar OpenLearning for lots of interactive learning resources and our Forums, for apprentices on the same qualification to build networks and support each other.



"The apprenticeship has massively bolstered my confidence and my ability to communicate effectively. It has been an amazing opportunity to work with a range of interesting people, acquire new knowledge and develop new skills."

[Read full case study](#)

**Jack Johnson**  
Medical Admin Apprentice, The Christie NHS Foundation Trust



"My coach believed in me even when I didn't. The apprenticeship gave me the tools to improve my current working processes, streamline my work, tackle bigger challenges and push myself out of my comfort zone."

**Rachael Crate,**  
Medical Admin Apprentice,  
Tameside & Glossop  
NHS Foundation Trust

# Medical Administrator

Apprentices develop the skills, knowledge and behaviours required to perform a business admin role, as well as studying specialist AMSPAR medical content. For the full apprenticeship standard, [click here](#).

## Knowledge

- Their organisation and the part that their role plays
- Customers (internal and external) and other stakeholders
- Relevant law and regulation
- Business fundamentals
- Their organisation's policies and processes
- The impact of market forces, political and other factors

## Skills

- Relevant IT packages
- How to produce accurate documents and records
- Decision making
- Influencing and communication skills
- Effective planning and organisation
- Project management

## Behaviours

- Professionalism
- Integrity, reliability, motivation
- Adaptability
- Responsibility
- Proactivity



Induction and Launch

62 weeks

On Programme

Gateway

End-Point  
Assessment

## How is the apprenticeship delivered?

Delivery is a blend of:

- Diverse and engaging online resources to support the development of knowledge, behaviours and skills
- Group coaching and subject specialist sessions / workshops
- Review meetings with the apprentice, line manager and dedicated Damar coach

Functional skills are an important part of all apprenticeships and apprentices who don't already have maths and English at level 2 or above will undertake functional skill qualifications in these areas.

Specialist content:

- Medical Terminology - the meanings of medical terminology relating to medical specialities and the various pharmaceutical abbreviations
- Medical Administration - the roles and responsibilities of the medical administrator
- Managing Communication in a Medical Environment - administering meetings, understanding oral communication and summarising and presenting data

The Pearson end-point assessment includes:

- A 60 minute online knowledge test
- An interview with the examiner about their portfolio
- A presentation on a project they have completed on a process that they have improved

## What is the commitment?

Apprentices need to spend a minimum of 20% of their working week on the apprenticeship. We expect our employers to share our commitment to safeguarding and the welfare of apprentices.

## Who is eligible?

Apprenticeships are generally available for new or existing employees of all ages, including graduates, who need to develop their skills, knowledge and behaviours.

## How could I progress?

Medical admin apprentices can go onto management roles within healthcare settings, such as practice manager. They then have the option of undertaking the team leader or operations/departmental manager apprenticeships to further develop their management capabilities.