

# Medical Administrator

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

## What are the benefits of apprenticeships?



Increased productivity



Improved quality of patient care



Increased workforce skills



Improved staff retention and morale

The medical administrator apprenticeship achieves these benefits in a variety of ways, such as:

- Increasing admin support, freeing up time for medical practitioners and managers
- Projects completed as part of the apprenticeship which focus on improving your patients' experience
- Injecting fresh ideas and new ways of working into your organization
- Demonstrating your commitment to invest in, and develop, your staff

## How do we maximise the benefits for your organisation?

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

**Our Processes:** We offer a seamless and efficient enrolment and onboarding process, which leads into carefully planned, manageable chunks of learning with one-to-one and group interaction throughout the apprenticeship and additional support to prepare for end-point assessment.

**Our Systems:** We have designed our systems to be accessible and engaging, including OneFile to track progress, Profiler to demonstrate development and identify further areas for improvement, Damar OpenLearning for a wealth of interactive learning resources and our Forums, for apprentices to engage with and learn from each other, sharing best practice and providing support.



*"We've worked closely with Damar to develop our youth academy and a robust programme which delivers business admin with medical terminology, with a streamlined onboarding process."*

[Watch case study video](#)

**Julie Wilson**

**Apprentice Co-ordinator,  
Wrightington, Wigan & Leigh NHS  
Foundation Trust**



*"My coach believed in me even when I didn't. The improvements I have made through my apprenticeship have increased the organisation's standing in the NHS improvement cost recovery tables and improved the way we work with patients."*

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



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Apprentices develop the skills, knowledge and behaviours required to perform a business admin role, as well as studying an intermediate award in medical terminology. 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



Launch

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 visits 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 specialties 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 specialist content units are completed at the end of the apprenticeship.

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 or a process that they have improved

## What is the commitment?

Apprentices need to spend a minimum of six hours of their working week on the apprenticeship. They will need access to the internet, word-processing software, Microsoft Teams and Zoom. We also 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 is the training funded?

If you are an Apprenticeship Levy payer, the training is funded via your levy pot. If you do not pay the levy, you pay 5% towards the cost of the training. You could be eligible for extra funding or grants, depending on your circumstances.