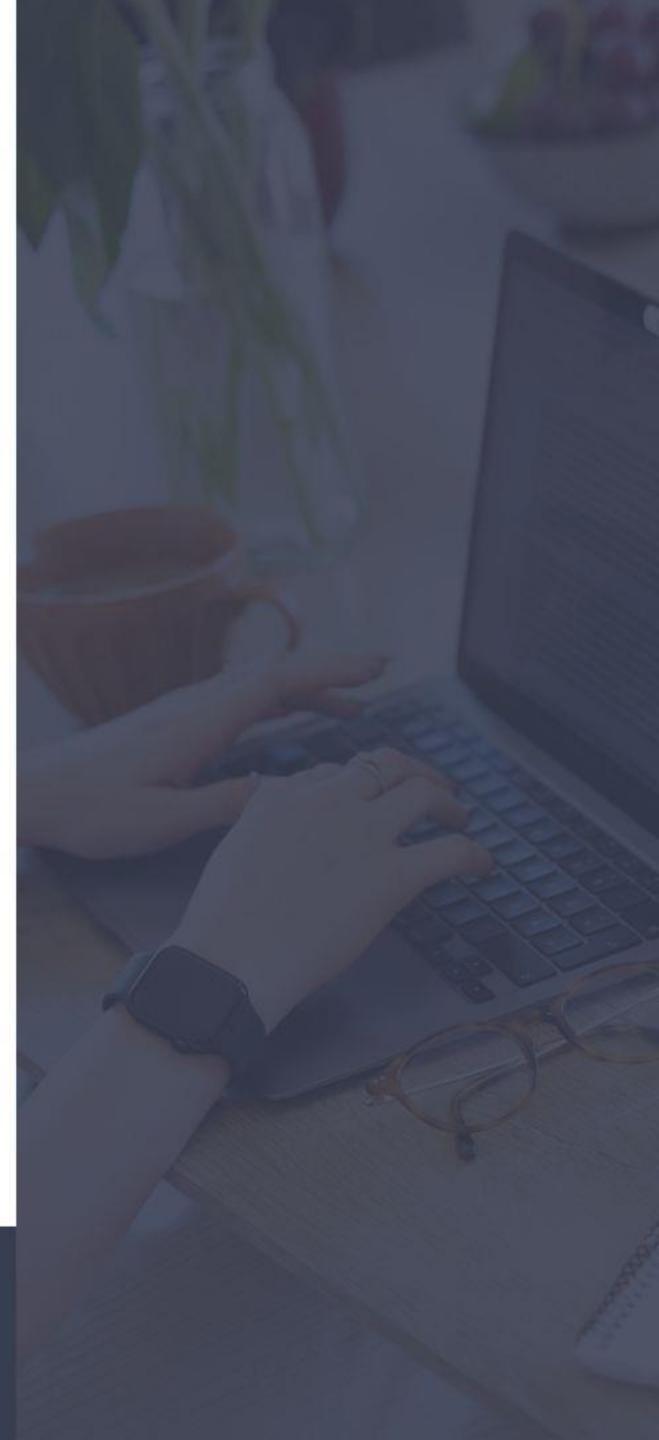


AN INTRODUCTION

BUSINESS ADMINISTRATOR APPRENTICESHIP - MEDICAL PATHWAY



WHAT IS AN APPRENTICESHIP?



An apprenticeship is a nationally recognised qualification that develops the knowledge, skills and behaviours related to a specific job role.

The content is set against a national standard, which was created by employers representing a variety of sectors.

It involves a period of “on-programme” learning alongside the apprentice’s day-to-day role before they are ready to sit an “end-point assessment” (EPA) conducted by an independent body.

WHO IS IT FOR?

View the apprenticeship standard on the Institute for Apprenticeships [website](#).

BUSINESS ADMINISTRATORS

-  Support and engage with different parts of the organisation and interact with internal and external customers
-  Develop, implement, maintain and improve administrative services
-  Contribute to the efficiency of an organisation
-  Support functional areas, work across teams and resolve issues
-  Demonstrate strong communication skills
-  Have a proactive approach to developing skills
-  Show initiative, managing priorities and time
-  Show problem-solving and decision-making skills, and the potential for people management responsibilities

OVERVIEW

Level: 3

Length: 15 months (additional time is required for Mediterm intermediate award following gateway/EPA)

Modules: 9 for business admin & 5 units for Mediterm intermediate award

EPA Organisation: Pearson

Funding: Levy/Co-investment

Access required: Internet, email, Microsoft Office, Teams



HOW DOES IT WORK?

PLANNING

Initial assessment:
Maths, English, ICT
Initial assessment:
Knowledge, skills and
behaviours - Profiler
Programme planning
and launch

ON PROGRAMME

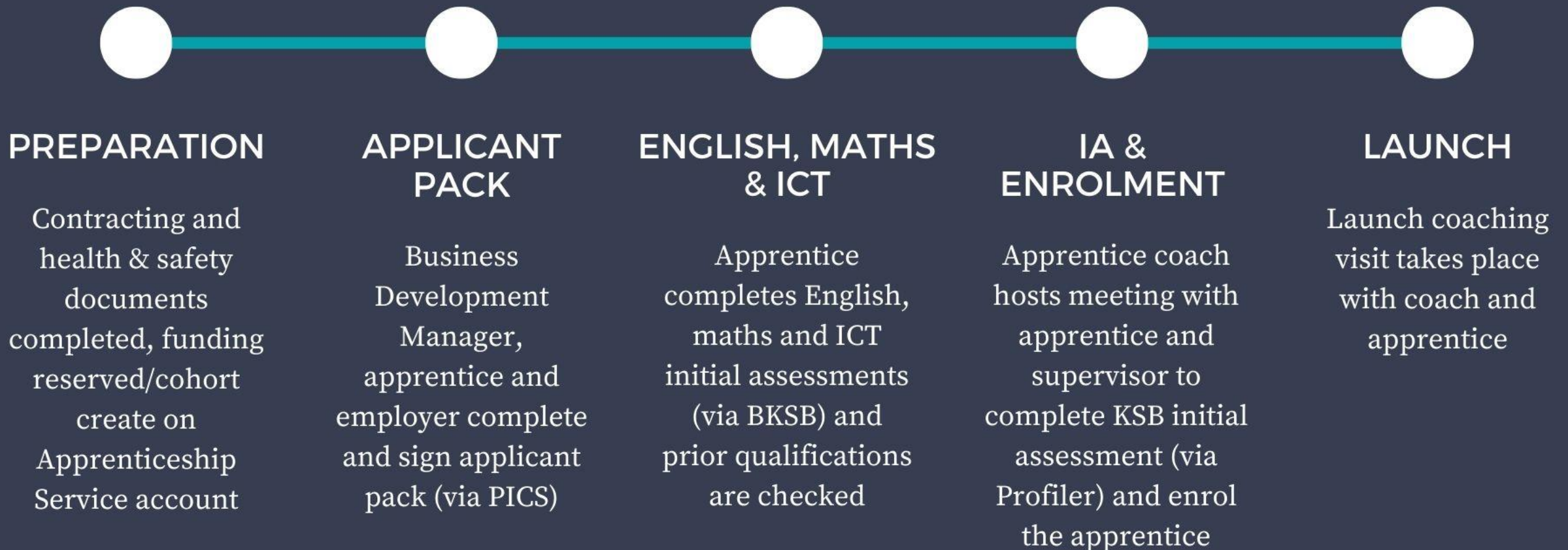
6-week modules
Pre-learning
Group sessions
Individual coaching
Completion of
assessments and
learning journal

END-POINT ASSESSMENT

Gateway meeting
Independent EPA:
Pearson
Knowledge test,
portfolio-based
interview and project
presentation



INITIAL ASSESSMENT & ENROLMENT



PROFILER

INTENT

Defining individual starting points and required outcomes

IMPLEMENTATION

Development of knowledge, skills and behaviours; ongoing review and assessment of progress and development

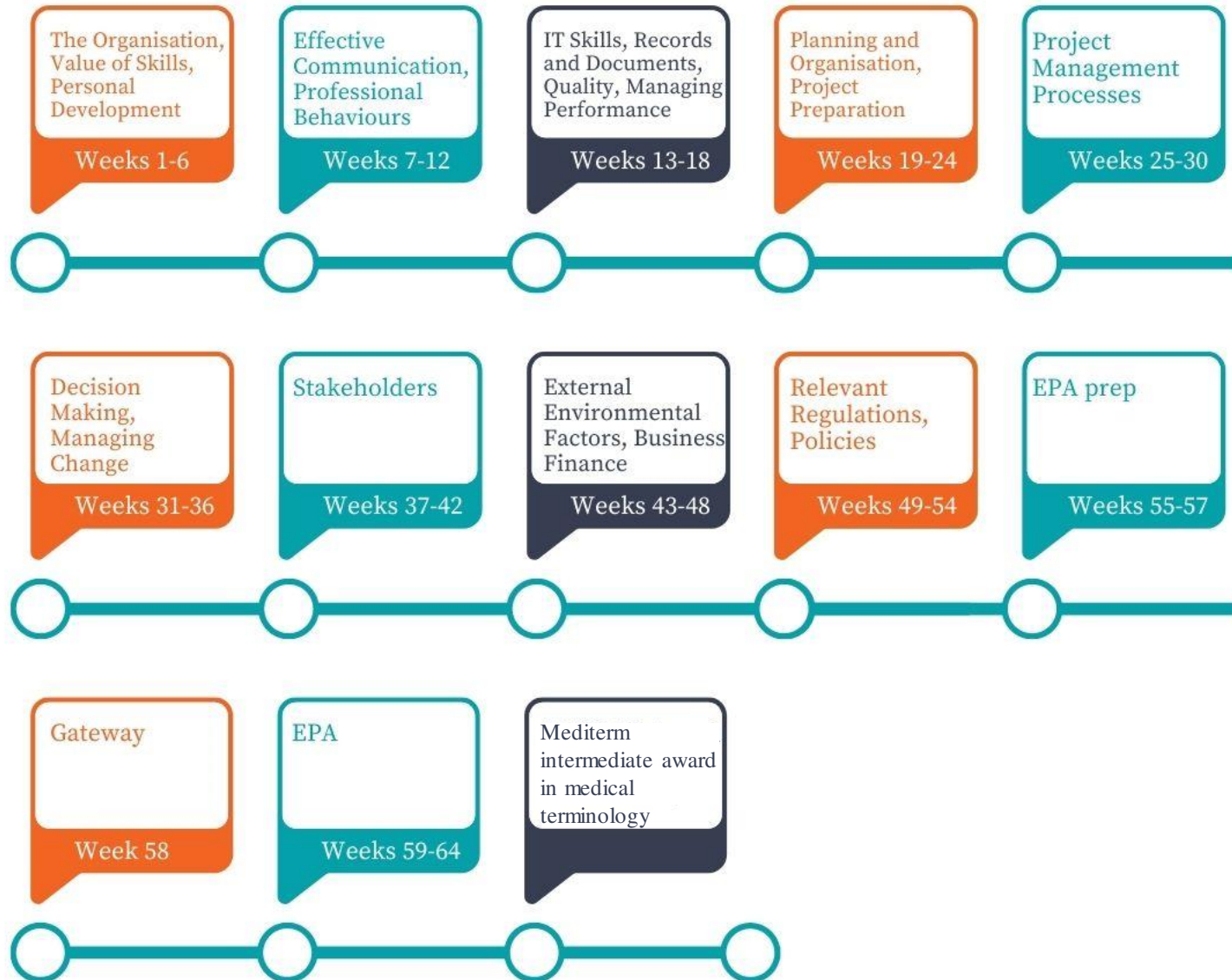
IMPACT

Demonstrable impact on the individual and organisation; confirmation of competence at final gateway

				Completed at each review/Gateway		
On a scale of 0-100, to what extent do you/the apprentice	Initial Score	Initial Level	Target Score (min 80/100)	Score	Level	Skills Movement
Define your organisation's purpose, its aims, values and vision for the future			80			
Describe your organisational structure and explain how your work benefits the organisation			80			
Know which laws and regulations apply to your role and can explain what you do to adhere to them			80			
Understand your organisation's internal policies and those relating to its business sector			80			
Understand the basic principles of business finance, managing change and project management			80			
Understand and follow the processes and procedures in your organisation for tasks such as processing payments, invoices, purchase orders and customer data			80			
Understand external business factors such as market forces and can you explain how the external political/economic environment affects your organisation			80			



TRAINING PLAN



KNOWLEDGE

The organisation and the role
Customers and stakeholders
Relevant law and regulation
Business fundamentals
The organisation's policies and processes
The impact of market forces, political and other external 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

MEDITERM INTERMEDIATE AWARD IN MEDICAL TERMINOLOGY



MODULES

Basics of Medical Terminology - word building
Major bones of the body
Common roots, prefixes and suffixes
Pharmaceutical abbreviations
Classification of drugs
Anatomy and Physiology of the body systems
Instruments and investigations
Medical Specialities and personnel
Medical Abbreviations (NEW CONTENT)
Blood tests (NEW CONTENT)
Key facts concerning the top 20 medical diagnoses in the UK (NEW CONTENT)

OBJECTIVES

To know the structure and meaning of medical word parts
To know the meaning of medical terminology relating to the human body
To know the meaning of medical terminology relating to medical specialities
To know the meaning of pharmaceutical abbreviations

MEDITERM INTERMEDIATE AWARD IN MEDICAL TERMINOLOGY



DELIVERY

Online/distance learning with mentored support and access to designated portal area and revision app

Module per fortnight studied (5 in total) then revision test submitted to mentor for marking and feedback. 4 past papers completed at end of course with feedback from mentor

Access to clinic letters, crosswords and video clips to aid learning

Teams blended learning session for module 1,

Teams revision session to discuss exam strategies and complete past paper

ASSESSMENT

Students can sit the exam anywhere at anytime following strict online invigilation protocol
Online exam, meaning faster results, detailed feedback and a prompt distribution of certificates

There are three pass grades you could obtain:
Pass = 70%+, Merit = 80% + Distinction = 90%

You can resit the exam after 2 weeks costing £50, subject to completing an additional 2 past papers to your mentor for marking

END-POINT ASSESSMENT

KNOWLEDGE TEST: 20%

1 hr multiple choice exam which contains 50 questions – this can be taken remotely or at the employer premises

INTERVIEW: 40%

The portfolio-based interview can be face to face or remote and usually takes place after the knowledge test

PROJECT PRESENTATION: 40%

Completed on the same day as the interview and **MUST** be based on an improvement to a process

WHAT IS THE ROLE OF THE SUPERVISOR?



PLANNING

Helping to set objectives for the apprentice through the Profiler tool
Ensuring that the apprentice has booked their coaching sessions and review meetings using the MS Bookings tool



SUPPORTING

Making sure apprentices set time aside for learning and coaching sessions
Sharing experience and providing the opportunities and environment for apprentices to learn and develop



REVIEWING

Making time to meet with the apprentice's coach for programme reviews (around every 12 weeks)
Offering feedback, celebrating successes and highlighting where performance could be improved

OFF THE JOB TRAINING

Off-the-job training must make up at least 20% of the apprentice's normal working hours (working hours capped at 30 hours a week for funding purposes only). For a full-time apprentice, this is an average of 6 hours a week over the planned duration of the apprenticeship.

You can deliver off-the-job training in the apprentices' normal workplace or at an external location.

Time spent on initial assessment, onboarding, progress reviews, on-programme assessments and English and maths up to level 2 does not count towards off-the-job training.

FUNCTIONAL SKILLS

Maths and English qualifications are integrated into the programme

Learning is linked to “real world” skills and scenarios

Some will have exemptions

Maths and English exams are to be taken at the employer premises or remotely invigilated

The speaking and listening component for English is carried out in a group via Teams

EXAMS AT EMPLOYER PREMISES

The student is invigilated at work by a colleague

A ‘test player’ system must be downloaded to the student’s desktop

Full guidance is sent to the invigilator upon student booking

A paper-based exam can also be requested

REMOTE EXAMS

Student is invigilated via a video recording - requires a camera, microphone and second device (e.g. smart phone or tablet)

Upon booking the student will be sent the necessary guidance to prepare, including testing their system meets requirements



PROGRESSION

FURTHER DAMAR APPRENTICESHIPS FOR MEDICAL ADMINISTRATORS

Data Protection - Level 4

Departmental/Operational Manager - Level 5

Team Leader - Level 3

Other apprentices go onto a variety of specialist medical qualifications with other providers.

OTHER COMPONENTS



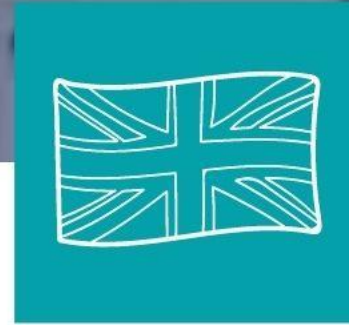
SAFEGUARDING

Promoting the welfare
of children and
vulnerable adults



PREVENT

Preventing people from
being drawn into
terrorism



BRITISH VALUES

Improving the spiritual,
moral, social and
cultural development of
students



EQUALITY & DIVERSITY

Developing a fair,
inclusive and diverse
environment in
education



NEXT STEPS

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