**Suffolk & North East Essex – L3 General Practice Business Administration Apprenticeship**

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| **Sessions** | **Date** | **Learning Outcomes** |
| **Module 1: Organisational and Environmental Understanding** | | |
| Session 1: Know Your Organisation and Personal and Professional Development  **Diploma Units:**  **301: Principles of business administration,**  **304: Your organisation**  **302: Personal and professional development,** | Month 1 | Learning Outcomes   1. Develop and understanding of organisational purpose, activities, aims, values, vision for the future 2. Understand how the political/economic environment affects the organisation 3. Understand different organisational structures and how these apply to their organisation |
| Session 2: Understanding Regulations, Laws and Stakeholders | Month 2 | Learning Outcomes   1. Understand how to manage stakeholders and their differing relationships to an organisation 2. Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. 3. Develop and understanding of the organisation's internal policies and key business policies relating to sector. |
| Masterclass 1: Managing Difficult Customer Situations and Behaviours | Month 3 | Learning Outcomes   1. Understand the importance of emotional intelligence in the workplace 2. Know how to de-escalate work placed issues 3. Know how to escalate difficult situations appropriately 4. Managing customer behaviours |
| Module 1 Submission | Month 3 | |
| **Module 2: Business and IT Skills for Business and Service Delivery** | | |
| Session 3: Understand Business Markets, Processes and Fundamentals | Month 4 | Learning Outcomes   1. Understand business principles such as managing change, business finances and project management. 2. Understands organisational processes, e.g. making payments or processing customer data. 3. Develop and understanding of how to administer billing, process invoices and purchase orders. 4. Understand relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact |
| Session 4: IT Skills for Business and Service  **Diploma Unit:**  **307: ICT for business** | Month 5 | Learning Outcomes   1. Understand and develop skills in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages 2. Able to choose the most appropriate IT solution to suit the business problem. 3. Able to update and review databases, record information and produce data analysis where required. |
| Masterclass 2: Essential Customer Service Skills | Month 6 | Learning Outcomes   1. How to deal with upset customers utilizing empathy and assertiveness skills 2. How to use body and tone of language when engaging with customers 3. Understand how to adapt to the emotions, behaviours and expectations of own customers |
| Module 2 Submission | Month 6 | |
| **Module 3: Communication and Interpersonal Skills for Business and Service Delivery** | | |
| Session 5: Interpersonal Skills and Communication for Business and Service  **Diploma Unit:**  **305: Communication in a business environment**  **Diploma Unit:**  **Unit 303: Managing Performance** | Month 7 | Learning Outcomes   1. Demonstrate the ability to build and maintains positive relationships within their own team and across the organisation. 2. Be able to influence others and challenge appropriately 3. Develop coaching skills in order to share best practice with others 4. Be able to communicate using the most appropriate channels to ensure communication is effective |
| Session 6: Managing Quality and Best Practice  **Diploma Unit:**  **310: Medical administration** | Month 8 | Learning Outcomes   1. Understand and apply relevant time management techniques in order to manage workload 2. Be able to arrange and manage effective meetings including taking minutes during meetings and creating action logs as appropriate. 3. Understand how to draft correspondence, writes reports and able to review others' work 4. Understand and be able to apply laws’, regulations and policies when maintaining records and files 5. Is able to review processes identifying and suggesting improvements where required |
| Masterclass 3: Handling Conflict and Negotiating Positive Outcomes | Month 9 | Learning Outcomes   1. Understand approaches to customer and stakeholder relationship management 2. Understand the importance of conflict management in the workplace 3. Understand how to negotiate and influence for successful outcomes |
| Module 3 Submission | Month 9 | |
| **Module 4: Managing Challenges and Projects in a Business Environment** | | |
| Session 7: Problem Solving and Decision Making | Month 10 | Learning Outcomes   1. Understands and is able to makes effective decisions based on sound reasoning and problem solving 2. Is able to use problem solving techniques to solve practical work based problems. |
| Masterclass 4: Business Focused Service Delivery and Project Management  **Diploma Unit:**  **306: Project management** | Month 11 | Learning Outcomes   1. Understand the project lifecycle and roles within a project 2. Know how and be able to deliver a project 3. Know how and be able to manage project risks and issues 4. Be able to create and deliver a work based project |
| Module 4 Submission (to include EPA Project and **Diploma unit 302: Personal and professional development**) | Month 14 | |
| EPA Preparation | Month 15 | |
| Gateway to EPA | Month 16 | |
| EPA | Month 18 | |

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| **Medical Administration Unit Learning Outcomes** | |
| **Learning Outcome** | **Assessment Criteria** |
| 1. understand the role and responsibilities of the medical administrator including medical administrative procedures and systems | 1.1 explain the qualities required of the medical administrator  1.2 describe the range of duties carried out by the medical administrator  1.3 explain the procedures for registering new and temporary patients in general practice  1.4 explain the circumstances under which a patient can be removed from the practice list  1.5 explain the different types of hospital admission  1.6 explain patient discharge procedures  1.7 describe the procedures involved in making new and follow-up appointments  1.8 describe the use of the computerised Patient Administration System (PAS). |
| 1. understand the specialised medical principles required by an administrator in a healthcare setting | 2.1 describe different types of teams in a healthcare setting  2.2 describe the roles of both the hospital and community pharmacist  2.3 explain ethics and etiquette in a healthcare setting  2.4 explain the importance of maintaining patient confidentiality  2.5 describe the key principles relating to prevention and control of cross infection |
| 1. understand the fundamentals of medical terminology, pharmaceutical classification and human anatomy | 3.1 explain the structure of medical words  3.2 identify the meaning of pharmaceutical abbreviations  3.3 identify the main bones and organs in the human body |
| 1. produce documents containing medical terminology | 4.1 create medical documents from recorded speech  4.2 create medical documents from written instructions  4.3 amend and format the layout and text of medical documents  4.4 proofread and correct medical documents |