

## Title: Administrative Support in the Health and Social Services Sector

**Code:** 4734

**Credits:** 31

**Duration:** 465 hours

**Training sector:** Administration, Commerce and Computer Technology (01)

**Certification of studies:** Skills Training Certificate (STC) (awarded exclusively by the school service centres or the school boards)

**Authorized in:** 2010

**Mandated school service centre or school board:** Réseautact – Service régional de la formation professionnelle en Outaouais

**Participating school service centres or school boards:** des Draveurs, des Portages-de-l'Outaouais, Marguerite-Bourgeoys, du Chemin-du-Roy, des Rives-du-Saguenay, de Montréal

**Occupation:** Administrative Support Clerk or Administrative Officer, Class 3

**Program of study objectives:** Train students to acquire the knowledge, skills and attitudes required to perform, under supervision, a variety of administrative tasks of moderate complexity, following clear instructions and established methods and procedures, such as: using the correct phone protocol, managing patient records, managing medical supplies, providing clients with information, handling complaints and following up, writing texts using adequate medical terminology, and taking action in an emergency situation. Administrative support clerks in the health and social services sector work mainly in general and specialized care hospitals, in residential and long-term care centres, and in rehabilitation centres. They may also be employed by privated agencies.

### Conditions of admission:

A person who meets the following conditions is eligible for admission to a program of study leading to an STC:

- 1 Has obtained at least Secondary III credits or the equivalent in the language of instruction, second language and mathematics;
  - or Has obtained an Attestation of Equivalence of Secondary Studies (AESS);
  - or Has successfully completed the General Development Test (GDT) with or without specific prerequisites.
- 2 Has interrupted their full-time studies for at least 12 months;
  - or Is 18 years old when entering training;
  - or Has obtained a Secondary School Diploma (SSD) or a Diploma of Vocational Studies (DVS) or their equivalent;
  - or Meets the eligibility conditions of Emploi-Québec's workforce training measure.

## PROGRAM OF STUDY CONTENT

STC Code	Statement of the Competency	Hours
STC 734-012	Determine their suitability for the occupation in the health and social services sector	30
STC 734-023	Establish professional relationships	45
STC 734-033	Use a computer in the workplace	45
STC 734-042	Communicate in English	30
STC 734-052	Act safely in the workplace	30
STC 734-065	Use medical terminology	75
460-162	Manage their time	30
STC 734-084	Manage patient records in a facility in the health and social services sector	60
STC 734-091	Carry out activities related to the management of medical supplies	15
STC 734-101	Use a health sector database	15
254-561	Take steps to develop their career	15
STC 734-125	Enter the workforce	75

Recognition of acquired competencies is possible for candidates enrolled in the *Secretarial Studies* DVS program of study or the *Secretarial Studies-Medical* AVS program of study.

### Documentation available upon request

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| <input checked="" type="checkbox"/> Work Situation or Profession Analysis Report (Rapport de l'AST ou de l'AP) | <input checked="" type="checkbox"/> Program of Study (Programme d'études)       | <input type="checkbox"/> RAC Tools (Instrumentation RAC) |
| <input checked="" type="checkbox"/> Proposed Training Plan (Projet de formation)                               | <input checked="" type="checkbox"/> Organizational Guide (Guide d'organisation) |  |
| <input checked="" type="checkbox"/> Harmonization Table (Tableau d'harmonisation)                              | <input type="checkbox"/> Evaluation Framework (Cadre d'évaluation)              |  |