

## Title: Administrative Support in Clinical Settings

**Code:** 4760

**Credits:** 16

**Duration:** 240 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:** 2021

**Mandated institution:** ministère de l'Éducation du Québec

**Participating school service centres or school boards:** des Portages-de-l'Outaouais, de Laval, des Premières-Seigneuries, des Chic-Chocs

**Occupation:** Administrative Support Clerk in Clinical Settings

**Program of study objectives:** The *Administrative Support in Clinical Settings* program of study prepares students for the duties of administrative support clerk in clinical settings. Administrative support clerks in clinical settings must perform a variety of administrative tasks, such as: welcoming users, providing and checking information, responding to information requests, managing files and user records, and placing orders and service requests. To carry out their tasks, administrative support clerks in clinical settings must communicate using medical terminology and make use of information technologies.

Administrative support clerks in clinical settings work in hospital centres (CH), residential and long-term care centres (CHSLD), local community service centres (CLSC), child and youth protection centres (CPEJ), clinics, and any other public or private health and social services institutions in the following sectors: youth, mental health and addiction, care and support for seniors, and the hospital system. Administrative support clerks act as conduits of information and, as such, assume a significant part of the administrative tasks inherent to the clinical interventions that health and social services professionals must perform.

### 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.

This program is accessible via the [TCST-STC bridge](#).

## PROGRAM OF STUDY CONTENT

STC Code	Statement of the Competency	Hours
AEP 760-011	Determine their suitability for the occupation and the training process	15
AEP 760-023	Communicate using medical terminology	45
AEP 760-033	Handle correspondence	45
AEP 760-043	Manage files	45
AEP 760-053	Interact in a clinical setting	45
AEP 760-063	Enter the workforce	45

### Documentation available upon request

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|---|---|--|
| <input 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 type="checkbox"/> Proposed Training Plan (Projet de formation)                               | <input type="checkbox"/> Organizational Guide (Guide d'organisation)      |  |
| <input type="checkbox"/> Harmonization Table (Tableau d'harmonisation)                              | <input type="checkbox"/> Evaluation Framework (Cadre d'évaluation)        |  |

Updated 2021