



**AMSPAR: The Association of Medical Secretaries,
Practice Managers, Administrators and Receptionists**

**AMSPAR
accredited training centre**

Tavistock House North
Tavistock Square
London WC1H 9LN
www.amspar.com



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**Student Prospectus
(Certificate / Diploma in Primary Care and Health Management)
Academic Year 2019/20**



The Association of Medical Secretaries, Practice Managers, Administrators and Receptionists
Registered Charity Number 313310. Registered in England and Wales, Company Number 850300.
Tavistock House North, Tavistock Square, London WC1H 9LN
Telephone: 020 7387 6005, www.amspar.com

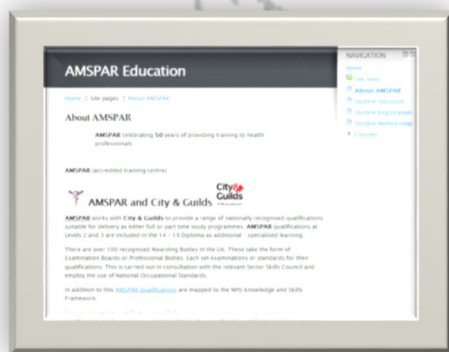
About AMSPAR



AMSPAR and City & Guilds



AMSPAR works with City & Guilds to provide a range of nationally recognised qualifications suitable for delivery as either full or part time study programmes. **AMSPAR** qualifications at Levels 2 and 3 are included in the Apprenticeship Framework.



There are over 100 recognised Awarding Bodies in the UK. These take the form of Examination Boards or Professional Bodies. Each set examinations or standards for their qualifications. This is carried out in consultation with the relevant Sector Skills Council and employ the use of National Occupational Standards.

In addition to this **AMSPAR qualifications** are mapped to the NHS Knowledge and Skills Framework.

To ensure that the qualifications are fit for purpose the awarding body submits their qualifications to the regulators such as Ofqual. If successful the qualification will be admitted to the National Qualifications Framework (NQF) / Qualifications and Credit Framework (QCF).

Certificate in Primary Care and Health Management

Course Details: CQF Level 5

AMSPAR Course CPCHM (Certificate) CQF Level 5 – registration dates (last date for receipt of registrations) Qualification accreditation number 600/2503/7	Start Date: 1st July, 1st Oct, 1st Jan, 1st Apr 7th Jun 19, 6th Sep 19, 6th Dec 19, 6th Mar 20
Qualification	Certificate
Number of modules	4
Total credits	22 credits
Guided learning hours	103 hours
Course duration	35 weeks
Course delivery	This course is delivered on-line with optional access days. Internal assessment
AMSPAR designatory letters	CPCHM
Full Membership	MAMS

The certificate course consists of 4 mandatory modules. Details of each module are shown below. However, it is possible to complete modules individually. Upon completion of each module an achievement certificate will be awarded. However, the overall certificate will only be awarded if all 4 modules are successfully completed within 36 months of registration.



Individual Modules

AMSPAR CQF Level 5 Accreditation number M/602/1214	Start Date: Upon registration
	Individual Module Cost: £530.00
Unit number Module title	601 Managing medical ethics and legal requirements in a primary care and health environment
Certificate course requirement	Mandatory
Credit value	6 credits
Guided learning hours	35 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment

AMSPAR CQF Level 5 Accreditation number F/602/1217	Start Date: Upon registration
	Individual Module Cost: £530.00
Unit number Module title	602 Financial management and budgeting in a primary care and health environment
Certificate course requirement	Mandatory
Credit value	7 credits
Guided learning hours	25 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment

AMSPAR CQF Level 5 Accreditation number J/602/1221	Start Date: Upon registration
	Individual Module Cost: £530.00
Unit number Module title	603 Managing information and communication in a primary care and health environment
Certificate course requirement	Mandatory
Credit value	5 credits
Guided learning hours	25 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment



Mandatory Modules continued...

AMSPAR CQF Level 5 Accreditation number J/501/3321	Start Date: Upon registration
	Individual Module Cost: £530.00
Unit number	604
Module title	Developing and leading teams to achieve organisational goals and objectives
Certificate course requirement	Mandatory
Credit value	4 credits
Guided learning hours	18 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment

Diploma in Primary Care and Health Management

Course Details: CQF Level 5

AMSPAR Course DPCHM (Diploma) CQF Level 5 – registration dates (last date for receipt of registrations) Qualification accreditation number 600/2502/5	Start Date: 1st July, 1st Oct, 1st Jan, 1st Apr 7th Jun 19, 6th Sep 19, 6th Dec 19, 6th Mar 20
	Cost: £2,995.00
Qualification	Diploma
Number of modules	7
Total credits	Minimum of 38 credits
Guided learning hours	167 – 182 hours
Course duration	60 weeks
Course delivery	This course is delivered on-line with optional access days. Internal and external assessment
AMSPAR designatory letters	DPCHM
Full membership	MAMS

The diploma course consists of 4 mandatory modules, 2 optional modules and a mandatory business case/plan. This course includes completion of the Certificate within the cost quoted. However, it is possible to complete modules individually. Upon completion of each module an achievement certificate will be awarded. However, the overall diploma will only be awarded if all 7 modules are successfully completed within 36 months of registration.

Individual Modules

The first 4 modules are mandatory and are detailed above (modules 601 – 604)

Business Case/Plan Module

AMSPAR CQF Level 5 Accreditation number L/602/1222	Start Date: Upon registration
	Individual Module Cost: £815.00
Unit number	605
Module title	Developing or improving services in a primary care health environment
Diploma course requirement	Mandatory
Credit value	8 credits
Guided learning hours	37 hours
Course delivery	This course is delivered on-line and is externally assessed by submission of an assignment



Optional Modules

AMSPAR CQF Level 5 Accreditation number R/501/3290	Start Date: Upon registration
	Cost: £530.00
Unit number	606
Module title	Developing critical thinking
Diploma course requirement	Optional (2 of 4 to be completed)
Credit value	4 credits
Guided learning hours	18 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment

AMSPAR CQF Level 5 Accreditation number M/501/3300	Start Date: Upon registration
	Cost: £530.00
Unit number	608
Module title	Managing for efficiency and effectiveness
Diploma course requirement	Optional (2 of 4 to be completed)
Credit value	4 credits
Guided learning hours	18 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment



Optional Modules continued

AMSPAR CQF Level 5 Accreditation number Y/501/3310	Start Date: Upon registration
	Cost: £530.00
Unit number	609
Module title	Managing recruitment
Diploma course requirement	Optional (2 of 4 to be completed)
Credit value	5 credits
Guided learning hours	24 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment

AMSPAR CQF Level 5 Accreditation number J/503/9661	Start Date: Upon registration
	Cost: £530.00
Unit number	615
Module title	Becoming an effective leader
Diploma course requirement	Optional (2 of 4 to be completed)
Credit value	5 credits
Guided learning hours	9 hours
Course delivery	This course is delivered on-line and is internally assessed by submission of an assignment

Course fees include the City and Guilds registration cost, which is administered by **AMSPAR** on your behalf.



Candidate and course entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

Interview

All prospective students may be asked to complete an on-line interview to ensure that they will be suitable for enrolling in this course. Prospective students will need to ensure that they can meet all the entry criteria described in the following paragraphs.

Who are the qualifications designed for?

It is expected that candidates should already be employed within a general practice or health/social care organisation e.g. medical practice manager, health service/care manager, assistant practice manager, medical secretary/receptionist/administrator in order to complete the qualification(s) successfully.

Prior qualifications

Candidates should be educated to a minimum of a level 3 standard of education and have a standard of written and verbal English broadly equivalent to the Cambridge Certificate in Advanced English – CAE. This is equivalent to studying at 'A' level. There is no Accredited Prior Learning (APL) for this course.



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Credit

The Certificate carries 22 credits and the Diploma a minimum of 38. Universities may take this into account should candidates go on to further studies.

Formal learning agreement

All candidates must be in receipt of a letter of support and commitment signed by a senior partner in their practice or line manager in their organisation stating that the candidate will be given access to all information required to successfully complete work based assignments and projects. Centres must be in receipt of a copy of the letter of support before a candidate is accepted onto the programme.

Secondment/attachment

Potential candidates who do not fit into one of the entry criteria described above must explore the possibility of secondment/attachment to a GP practice/appropriate health/social care organisation. Centres must advise candidates to contact the Training/Development Officer at their local Primary Care organisation. Where secondment/attachment has been secured it is essential that a written agreement/contract be drawn up between the candidate and the practice. The contract must state that the candidate will be allowed access to appropriate resources and support in order to be able to successfully complete assignments and the assessments for unit 605. **AMSPAR** may be able to assist if secondment is required. Please ask us for further details.

It is essential that candidates make these arrangements before commencing the programme. Centres must be in receipt of a copy of the written agreement/contract before a candidate is accepted onto the programme.

Age restrictions

These qualifications are not approved for use by candidates under the age of 19, and City & Guilds cannot accept any registrations for candidates in this age group.



Initial assessment and induction

AMSPAR Education will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment will identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification(s). This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification(s) they are about to begin.



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AMSPAR and City & Guilds recommends that an induction programme is provided to ensure the candidate fully understands the requirements of the qualifications they will work towards, their responsibilities as a candidate, and the responsibilities of AMSPAR Education.

All students will be enrolled into their chosen course or modules. Access will be allowed to our education software during your registration period. All course material, additional reading material and assignments are included within this package. The software is interactive and allows students to share information and provides a direct contact with your tutor and/or assessor.

Course Structure

There are 9 modules and students will be advised of the 4 mandatory units required for the Certificate and Diploma. For Diploma students they will be advised of the optional units. They will also be advised of the requirements of submission and assessment of the business case / plan. Each module will be broken down into manageable tasks and a timescale will be advised to each student which will be subject to the enrolment date. It is anticipated that the Certificate will be delivered over 35 weeks and the Diploma course will be delivered over a period of 60 weeks. Each lesson will include reflective learning tasks to indicate that the student has fully grasped the expectation required in the final assignment.

System of Delivery

AMSPAR will offer an on-line education resource which is based on an open learning system (moodle V2.6). This will allow students access to course materials and reference materials 24/7. It will allow them the ability to record and upload personal evidence for their own learning portfolio which will be used as part of the overall assessment and provide evidence for quality control purposes. Each student will be allowed to personalise their learning environment and a variety of learning tools such as self-awareness exercises in the form of multiple choice questions, topics for discussion and suggested reading will be available. Each student will be able to email tutors directly but will also be able to interact with each other via a student forum. We will also provide site news which will keep students informed of any updates relating to changes within the NHS which is relevant to their study. The system will also incorporate a calendar which will list key dates of events that may be of interest to students and will also include the optional access dates which are currently scheduled to be provided at our London premises.

Monitoring of Progress and Remedial Action

Upon enrolment each student will be given a proposed timetable for completion which will include the date we expect each task to be completed and assignments submitted for assessment. The course will be designed so that the student must complete each task before moving on to the next task and then there will be reflection tasks prior to the submission of the final assignment. Students will be advised of the requirements prior to submission which will include an explanation of the grading system. If a student's work is not deemed suitable and fails, students will be advised that they must re-submit the assignment in no less than 7 days from the original submission date but no later than 28 days. In the event of exceptional circumstances, we will review this on a case by case basis. In the event that we identify a student who we



believe is not able to fulfil their obligations we will initially refer the matter to our internal quality verifier and discuss further action to be taken. In the event that the student is deemed unsuitable they will be removed from the course but will be given advice on suitable alternatives that better suit their level of competency.

Who We Are

Ideally positioned at the heart of the medical profession, **AMSPAR** provides first-rate on-line access to level 5 CQF education programmes in association with City and Guilds. We also offer a range of approved short courses which are ideal for CPD requirements. Designed by expert practitioners and informed by our ongoing knowledge of primary care and the NHS. Our courses cater for individual learners as well as employers seeking staff development opportunities. For employers, such as General Practice, Foundation Trusts and CCG's we offer both on-line and bespoke training programmes designed to meet specific organisational needs. For further information, please contact us info@amspar.com if you would like to explore this option further.

Our courses

Our courses are delivered on-line and after an induction course, students are able to follow each lesson at a pace that is easily manageable and can be completed at times that suit the student. Each course includes the opportunity to attend access days which are held at **AMSPAR** head office in London. Students may register to enrol on courses at any time, but we normally look to enrol students 4 times during the year to allow us to ensure that those students undertaking the diploma can be entered for one of the assessment windows for the business case/plan which are March, June, September and December each year.

Each module consists of individual lessons which include reference reading material. Contact with your tutor/assessor is available during your registration. Each course runs for a recommended number of weeks. We do not operate a fixed term time, but students will be advised of the suggested timetable for completing each module and assignment.

Assignment for Unit 605 dates 2018/19

The Business Project for Unit 605 is an externally assessed piece of work. The submission must come as a single file with all the component parts. The deadline for the submission will be notified to you by your course tutor / assessor. The four marking windows are normally around the end of March, June, September and December. When they are received they are forwarded to City & Guilds for marking. C & G undertake to return results within 6 weeks. In the event of a Pass or above not being achieved the candidate has the opportunity to re-submit at a further marking window.

It is the responsibility of the candidate to contact Head Office to claim Certificate/Diploma on completion within the registration period.

Location

Each student is given the opportunity to attend optional open access days, which are held at the **AMSPAR** head offices in London. Details of the dates and times are notified using the student on-line calendar.





Fees

The fees for each module are detailed above in the course summaries. Students undertaking the certificate and diploma must pay for the full course fee at the beginning of the registration process. Fees are inclusive of the City and Guilds registration the costs of issuing certification and two Business project submissions.

Enrolment

Once fees have been received, course enrolment is managed through the on-line software. Each student will be provided with a username and a unique password for access to their personal student pages and course information. We reserve the right to limit the number of students enrolled at any one time, however this is not considered to be an issue, because we allow up to 4 intakes per academic year.

Course Details

Course information is correct at the time of printing. Courses may be subject to change, but any students affected by such changes will be notified through the **AMSPAR Education** student news facility.

Contacting your tutor/assessor

Our software allows students to contact participating students and also their nominated tutor/assessor. This can be done automatically within the software, so does not need to rely on a separate messaging system. You simply need to have access to the internet to use this function.

After enrolment

We will send you an email confirming that your payment has been received and that a place on the course has been registered. You will be sent information about your city and guilds registration number (which is used in conjunction with the issuing of your certification after the successful completion of your course).

Awards

For each enrolled cohort there are 2 awards made. One for the top performing candidate and another for the most improved candidate over the period of study. At the end of the Academic year the President's Cup and the Treasurer's Cup is awarded to the 2 top students in each of the categories from all the cohorts.

Open Days

AMSPAR holds 4 Open Days prior to each registration closing date. This takes the form of a presentation on the qualification and how it is delivered by AMSPAR. Open Days are free to attend and there is no obligation to register to do the course through AMSPAR. Dates for the current Academic year are listed below. They normally take place at the AMSPAR office in central London between 10.30am and 12.00pm. Contact info@amspar.co.uk by the prior Wednesday to register to attend and confirm details.

11th May 2019 7th Sept 2019 16th Nov 2019 22nd Feb 2020 9th May 2020



Further information

If you require further information, you may initially contact us at;

AMSPAR

Tavistock House North

Tavistock Square

London WC1H 9LN

Telephone: 020 7387 6005

Email: info@amspar.com

Accuracy

Course information is correct at the time of printing. **AMSPAR Education** reserves the right to make changes to course administration, delivery, and fees etc. without prior notice. However, we normally do not make changes to an existing course once students have enrolled.

Cancellation by AMSPAR

AMSPAR reserves the right to cancel a course or refuse to admit a student on the grounds that they do not meet the entry requirements. In this event they will be repaid in full providing the student has not enrolled or started a module. In the event that a course has started, then a refund will be made only for those modules yet to be started.

Cancellation by Student

We hope that this will not be necessary, but we understand that your circumstances may change. Students will need to apply to our head office providing details of why they wish to cancel their registration. Cancellations will only be accepted in exceptional circumstances. Normally completion of the course may be deferred within the normal registration limits with City and Guilds which is currently 36 months. Any refunds that are accepted will be subject to an administration charge.

It is advised that any candidate who is funded / part funded by a third party has an agreement with that body as change of employment is not a valid reason for cancellation.

Membership

Upon enrolling for the Certificate / Diploma in Primary Care and Health Management you will be entitled to free **AMSPAR** Student Membership. This adds you to the mailing list for **AMSPAR** Newsletters. For a fee of £25 you can obtain Enhanced Student membership which allows access to some of the BMA Library Services through **AMSPAR**. Of course, you may wish to take out full membership with **AMSPAR** providing you with the full benefits of the legal helpline, members section of the website and the Accor Hotels booking facility etc. As an enrolled student this is available at the reduced rate of £50.

Chartered Management Institute (CMI)

Upon successful completion of the DPCHM there is the opportunity to become a Chartered Manager through the CMI. This would be available through the Qualified Route. The CMI recognizes the DPCHM as a suitable qualification for application for the level of Chartered member (CMgr MCMI) or Chartered Fellow (FCMI) dependent on experience. For further information visit www.managers.org.uk



Personal Data

AMSPAR is registered with the IOC. Data Protection is governed by the EU General Data Protection Regulation which came into force on 25th May, 2018 and sub amendments. We hold data in electronic and paper form on students, personal details, academic and administrative history, on any financial transactions and on their use of AMSPAR Education. This information is necessary to administer student studies with AMSPAR. Some of the information needs to be exchanged with City & Guilds and this is kept to the minimum regulatory requirements. No data will be shared or exchanged with any other organisation who is not working with AMSPAR to deliver its courses. Any student undertaking our courses need to give consent to us holding the information.

Students have -

- A) Right of Access
- B) Right of Rectification
- C) Right to Erasure
- D) Right to Restriction

Any student who wishes to exercise the above should apply to our head office. A fee of £15 is required and AMSPAR has a period of 28 days in which to provide the required information.

Declaration

By applying to enrol on an AMSPAR course you agree to abide by the rules and regulations of AMSPAR (including those relating to membership of AMSPAR). This includes the refunds policy. You agree to AMSPAR processing your personal data contained in the enrolment documentation, or any other data, which AMSPAR may obtain from you or other people while you are a student for purposes connected with your studies, your health and safety or for any other legitimate reasons.

Registration

To register for one of our courses, please complete the registration form attached below and send it to the address indicated.





The Association of Medical Secretaries, Practice Managers, Administrators and Receptionists
Registered Charity Number 313310. Registered in England and Wales, Company Number 850300.
Tavistock House North, Tavistock Square, London WC1H 9LN
Telephone: 020 7387 6005, www.amspar.com

How long have you worked in healthcare? years months

- A letter of support needs to be signed by the employer on headed paper and enclosed with the completed Registration form
- A CV must accompany the completed registration form

White

British
Irish
Any other white background

Asian or Asian British

08 Indian
09 Pakistani
10 Bangladeshi
11 Any other Asian background

Chinese or other ethnic group

15 Chinese
16 Any other please write in

Mixed

White & black Caribbean
White and black African
White & Asian
Any other mixed background

Black or Black British

12 Caribbean
13 African
14 Any other black background

AMSPAR wishes to encourage registrations from disabled people. The Disability Discrimination Act 1995 defines disability as "a physical or mental impairment which has a substantial and long term adverse effect on the ability to carry out normal day to day activities".

Based on this definition, do you consider yourself to have a disability? YES / NO

If **yes**, what is the nature of your disability?

If alternative assessment arrangements are required the examination centre can make arrangements on behalf of the candidate and the candidate will need to complete form **AAA** (available from AMSPAR) and attach full details of an **Educational Psychologist** or **Medical Report**. This would include help for dyslexic candidates and advice with additional needs and/or disabilities as appropriate.

I understand that the information requested here will be used by AMSPAR/City & Guilds and not passed on to any other parties.

Consent

By completing all sections and signing the application form I agree to AMSPAR holding the above information solely for the purposes of administering the qualification process as outlined in the Personal Data section of the Student Prospectus.

Signature of Applicant

Date / /

Completed registration form, employer letter of support, current CV and payment should be sent to:
AMSPAR, Education Department (DPCHM), Tavistock House North, Tavistock Square, London, WC1H 9LN

Payment Details

- Cheque made payable to AMSPAR
- If a candidate wishes to make their payment via electronic transfer, payment should be made to:
Natwest Sort Code **50-30-25** Account No.: **12762989** Ref: **Surname plus L5**
- If an employer wishes to be invoiced, please provide **full invoice details**, including a **Purchase Order Number**. Please note that registration will not take place until full payment of the invoice is received.

Check List

- Employer Letter of Support
- CV
- Payment (Please if a receipt is required and this will be sent upon request via email)
- Requested start date **1st July** **1st October** **1st January** **1st April**



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