

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 educational organizations)

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.

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

PROGRAM OF STUDY CONTENT

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