



AMSPAR HEALTH ACADEMY

Healthcare Administration

Foundation, Award and Certificate in Healthcare Administration

Foundation | Level 2 | Level 3

Three qualifications | One progressive pathway

Online Learning | AMSPAR Certified | NHS KSF Mapped

Building capability across healthcare administration from entry level to advanced professional practice

3

Qualifications

100%

Online

L1–L3

Levels Available

NHS

KSF Mapped

About AMSPAR Health Academy & These Qualifications

Health Academy delivers nationally recognised qualifications designed to build professional capability across healthcare administration at every career stage. Our Certificate in Healthcare Administration programmes are designed by experienced NHS and healthcare practitioners, informed by current NHS knowledge, and mapped to the NHS Knowledge and Skills Framework (NHS KSF).

The Foundation Certificate, Level 2 Award, and Level 3 Certificate in Healthcare Administration provide a structured and progressive pathway — from entry-level understanding of NHS administration through to advanced professional practice in complex healthcare environments. All three qualifications are delivered entirely online through the AMSPAR Health Academy platform, with no clinical training required.

Qualifications at a Glance

Foundation Certificate 5528-21	Level 2 Award 5528-22	Level 3 Certificate 5528-23
Course 5528-21 Fee: £75.00 Introduction to NHS administration, terminology, and professional standards for those entering healthcare roles. <i>Entry Level Self-paced No prior experience required !</i> Assessment included	Course 5528-22 Fee: £375.00 Core knowledge and skills across healthcare administration, patient services, communication, and NHS governance. <i>Level 2 Structured modules Assessment included</i>	Course 5528-23 Fee: £475.00 Advanced study across seven modules covering financial management, law, quality improvement, project management, and system leadership. <i>Level 3 Seven modules Final assessment included</i>

Who Are These Courses For?

The three Healthcare Administration certificates are designed to support individuals at every stage of their healthcare administration career:

- Reception and administrative staff entering NHS or independent healthcare organisations with no prior formal qualification.
- Healthcare support workers and medical secretaries seeking a recognised qualification to underpin their day-to-day role.
- Administrators and co-ordinators employed in GP practices, community health services, NHS Trusts, or integrated care settings.
- Professionals looking to progress from an entry or Level 2 role into a supervisory, management, or senior administrative position.

- Individuals returning to healthcare administration after a career break who wish to update and formalise their knowledge.
- Staff working in independent sector healthcare, social care, or voluntary sector organisations requiring NHS-aligned knowledge.

No clinical training or clinical experience is required for any of the three qualifications. The programmes are equally suitable for those who are currently working in healthcare and those seeking to enter the sector for the first time.

Entry Requirements

Foundation Certificate	Level 2 Certificate	Level 3 Certificate
No formal entry requirements. Basic computer literacy and internet access. Ability to read and write English to a basic standard.	Completion of Foundation Certificate or equivalent relevant experience. Computer and internet access. Written English broadly equivalent to GCSE level.	Completion of Level 2 Certificate or minimum Level 2 standard of education. Computer and reliable internet access. Written English broadly equivalent to A-Level standard.

Course Structure & Learning Content

Foundation Certificate in Healthcare Administration (5528-21)

The Foundation Certificate provides a practical introduction to NHS and healthcare administration. It covers the essential knowledge, terminology, and professional standards required to work confidently in a healthcare administrative role. The course is entirely self-paced and is designed to be completed within a flexible timeframe to suit the learner.

Topic Area	Key Content
The NHS — Structure and Organisation	NHS structure, ICSs, primary and secondary care, NHS values and constitution
Healthcare Administration — Roles and Responsibilities	Administrative roles, professional standards, duties of confidentiality
Medical Terminology and Records	Common terminology, patient records, filing systems, data accuracy
Communication in Healthcare Settings	Written and verbal communication, telephone skills, correspondence
Patient Services and Reception	Appointment management, patient registration, reception procedures
Health and Safety and Workplace Compliance	H&S responsibilities, COSHH, infection control awareness, lone working

Introduction to NHS Governance	Policies, procedures, regulatory bodies, CQC, patient safety awareness
Digital Tools in Healthcare Administration	NHS digital systems overview, electronic records, email, data entry

Level 2 AWARD in Healthcare Administration (5528-22)

The Level 2 Certificate builds on the Foundation, providing structured learning across six core areas of healthcare administration. Each module is assessed by a final question based assessment at the end of the module. The qualification is designed to be completed within six months.

#	Module Title	Summary of Content
1	Health Policy and the Wider Determinants of Health	NHS structure and reform, health inequalities, social determinants, population health, NHS Long Term Plan
2	Communication and Patient Experience	Effective communication, patient experience frameworks, complaints handling, accessible information, digital communication
3	Information Governance and Data Management	GDPR, Caldicott principles, data quality, NHS digital systems, records management, cybersecurity basics
4	Healthcare Administration — Practice and Process	Administrative workflows, appointment systems, coding basics, referral pathways, waiting time management
5	Equality, Diversity and Inclusion in Healthcare	Protected characteristics, reasonable adjustments, unconscious bias, inclusive practice, NHS Equality Standard
6	Professional Standards and Workplace Wellbeing	Professional conduct, NMC/GMC/HCPC overview, reflective practice, stress management, personal resilience

Level 3 Certificate in Healthcare Administration (5528-23)

The Level 3 Certificate is a comprehensive advanced programme delivered across seven modules. It is designed for experienced healthcare administrators and those seeking to move into supervisory or management roles. The programme includes a final assessment and is mapped to NHS KSF dimensions. The course is designed to be completed within twelve months.

#	Module Title	Key Topics Covered
1	Health Policy — Development and Context	NHS history and reform, health policy drivers, devolution, NHS Long Term Plan, ICSS
2	Advanced Financial Management	Five Case Model, NHS procurement, VBHC, payment systems, financial risk, CIPs, MTFS
3	Organisational Behaviour and Culture	Schein's culture model, Francis Report, psychological safety, Belbin, Tuckman, organisational design
4	Healthcare Law, Ethics and Professional Standards	Clinical negligence, consent, MCA 2005, professional regulation, biomedical ethics, safeguarding, Nolan Principles
5	Quality Improvement and Service Redesign	Model for Improvement, PDSA, Lean, Six Sigma, DMAIC, SPC, EBCD, benefits realisation
6	Project Management in Healthcare	PRINCE2, Agile, PID, WBS, Gantt charts, RAID, stakeholder engagement, project governance

7	Leadership for Integrated Care	ICSs, system leadership, population health, personalised care, co-production, leadership development
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Delivery and Learning Experience

Online & Flexible All course materials are accessible 24/7 via the Health Academy platform. Study at your own pace with no fixed classroom attendance required.	Self-study Each student is assigned a Cohort and start date.	Assessed Learning Foundation: self-assessment quizzes. Level 2: self-assessment quizzes. Level 3: final 60-question assessment quiz.
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Learning Outcomes

On successful completion of the full Level 3 Certificate, learners will be able to:

#	Learning Outcome
1	Describe the structure, governance, and policy context of the NHS and integrated care systems.
2	Apply financial planning, procurement, and cost improvement principles within a healthcare organisation.
3	Analyse the cultural, behavioural, and team dynamics that shape organisational performance in healthcare.
4	Explain the legal, ethical, and professional accountability frameworks governing healthcare administration.
5	Apply quality improvement and service redesign methodologies to improve patient outcomes and efficiency.
6	Plan and manage healthcare projects using established project management frameworks and governance structures.
7	Demonstrate the skills and knowledge required for effective system leadership and partnership working in integrated care.

Assessment

Foundation Certificate	Level 2 Certificate	Level 3 Certificate
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Self-assessment quiz at the end of the course. Completion certificate awarded on successful completion of all course materials. 30 Questions	Self-assessment quiz at the end of the course. Completion certificate awarded on successful completion of all course materials. 40 Questions	Self-assessment quiz at the end of the course. Completion certificate awarded on successful completion of all course materials. 60 Questions
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Course Fees & Enrolment

Foundation Certificate 5528-21	Level 2 Certificate 5528-22	Level 3 Certificate 5528-23
£75.00 Full course fee <i>Self-paced No time limit</i>	£375.00 Full course fee <i>6 months leads to Certified Membership</i>	£475.00 Full course fee <i>12 months Leads to Certified Membership</i>

Group and organisational enrolments are available for practices, NHS Trusts, ICBs, and other healthcare organisations — contact us for a bespoke quote.

Start Dates & Registration

There are six intake dates each year for all three programmes. Registrations are accepted up to approximately one week before each start date.

Start Date	Registration Closes
1st February	Registrations close approximately one week before start date
1st April	Registrations close approximately one week before start date
1st June	Registrations close approximately one week before start date
1st August	Registrations close approximately one week before start date
1st October	Registrations close approximately one week before start date
1st December	Registrations close approximately one week before start date

How to Enrol

Step 1	Visit healthacademy.org.uk and select your chosen qualification from the course catalogue.
Step 2	Complete the online registration form with your personal and contact details.
Step 3	Pay your course fee online.
Step 4	Receive your login credentials and course access details by email prior to the course start date.
Step 5	Log in to the Health Academy platform and access your course materials, timetable and certificates.
Step 6	Complete all required modules, assessments, and assignments within your registration period.

Contact & Further Information

Get In Touch Website: healthacademy.org.uk Email: education@healthacademy.org.uk Telephone: available on website	Organisational Enquiries Group and organisational enrolments are welcome for GP practices, NHS Trusts, ICBs, community healthcare providers, and social care organisations. Contact us to discuss bespoke training and volume pricing.
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Course information is correct at the time of publication. AMSPAR Health Academy reserves the right to make changes to course administration, delivery, and fees. Please visit healthacademy.org.uk for the most up-to-date information