



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Medisch secretaresse**  
**Kwalificatiedossier: Secretariële beroepen**

In the original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Certificate Senior Secondary Vocational Education**  
**Qualification: Medical secretary**  
**Qualification file: Secretarial professions**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of a Medical secretary are:

Core task 1: Carries out tasks for information management

- 1.1 Takes care of written information exchange
- 1.2 Takes care of oral (telephonic) information exchange
- 1.3 Takes care of file documentation and file management
- 1.4 Maintains the relation network (the CRM system)

Core task 2: Carries out tasks for planning and organisation

- 2.1 Manages the agenda
- 2.2 Takes care of meeting rooms and facilities
- 2.3 Reports and handles matters
- 2.4 Receives visitors
- 2.5 Prepares the surgery, receives patients, makes follow-up appointments and handles matters
- 2.6 Takes care of trips and accommodation
- 2.7 Deals with invoices and declarations

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

Medical secretaries work in job organizations (large, small, profit, non-profit) that consist of a department and a manager.

## 5. OFFICIAL BASIS OF THE CERTIFICATE

<b>Name and status of the body awarding the certificate</b> The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.	<b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of Education, Culture and Science
<b>Level of the certificate (national or international)</b> Qualification level 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical	<b>Grading scale / Pass requirements</b> 10 excellent 9 very good 8 good

## \* Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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5. OFFICIAL BASIS OF THE CERTIFICATE															
and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF level 4 - EQF level 4 - ISCED 3A	<table border="0"> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
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<b>Access to next level of education/professions</b> The Medical secretary can on the basis of experience, social-communicative qualities and organisation skills, management courses and job swaps acquire a position with more contents and responsibilities. The Medical secretary can grow towards a senior medical secretary, office manager or head of the medical secretariat. The Medical secretary with degree at mbo level 4 can transfer to hbo.	<b>International agreements</b> The profession of Medical secretary is not regulated in the Netherlands. However the education and training for this profession on qualification level 4 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.														
<b>Legal basis</b> Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 95393 The education and training for this qualification is offered as of August 1, 2011.															

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE	
<p>Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl).</p> <p>In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week.</p> <p>In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.</p>	
<b>Average duration of the education/ training leading to the certificate</b>	<b>4 years (6400 study hours) (depending on previous education)</b>
<b>Entry requirements</b> The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.	

7. ADDITIONAL INFORMATION
<p>Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information in section 3 and 4 is drawn directly from the qualification file, that is composed by the Centre of Expertise. The complete qualification file is available at <a href="http://www.kwalificaties.s-bb.nl">www.kwalificaties.s-bb.nl</a>, only in Dutch.</p> <p>Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP) for VET: <a href="http://www.nlgrp.nl">www.nlgrp.nl</a></p> <p>SBB has been appointed by the Ministry of Education, Culture and Science as NRP.</p>