

Dette er ei omsetjing av den fastsette læreplanteksten. Læreplanen er fastsett på Nynorsk

Laid down as a regulation by the Norwegian Directorate for Education and Training on 14 December 2008 as delegated in a letter of 26 September 2005 from the Ministry of Education and Research pursuant to the Act of 17 July 1998 no. 61 relating to primary and secondary education (Education Act) Section 3-4 first paragraph.

Valid from 01.08.2008

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Utdrag

## Purpose

Health services secretary shall lay the foundation for carrying out administrative work, laboratory tasks and assisting others in the health sector. The health services secretary shall perform services and give advice and guidance to people in different situations in life.

Learning in the subject shall help develop the ability to work independently with administrative tasks and assist other health workers, fulfil laboratory functions and work in the day surgery unit. Furthermore, learning in the subject shall emphasise service, communication and interacting with patients and co-workers. Learning in the subject shall help the health services secretary develop competence in quality control and documentation and in work related to environment, health and safety regulations.

Learning in the subject shall emphasise planning, doing, documenting and assessment in line with the needs of patients and current rules and regulations. Furthermore, learning in the subject shall be practical, interdisciplinary and holistic. Emphasis shall be placed on learning to carry out routines, giving service and independence. Learning in the subject shall help the individual develop practical skills and professional insight.

Training completed and passed in the subject will lead to recognition of vocational competence. The professional title is Health Services Secretary.

## Structure

The programme area Health services secretary consists of three programme subjects. The programme subjects complement each other, and should be viewed in relation to one another.

### Overview of the programme subjects:

Year level	Programme subjects		
Vg3	Health-promoting work	Communication and interaction	Practice of vocation

## Description of the programme subjects

The programme subject deals with the relationship between nutrition, physical activity, tobacco and health. Furthermore, the subject deals with symptoms, different illnesses and suffering, and the most common medicines. Mental and physical health of patients is a part of the subject, in addition to hygiene, first aid and environment, health and safety.

The programme subject deals with communicating and interacting with medical practitioners and patients. Furthermore, the subject deals with handling conflicts, observing patients, reporting, and rules and regulations related to confidentiality and personal information protection. It also includes interdisciplinary cooperation and being clear, concise and correct in professional communication. Professional care and guidance for patients and users is included in the subject, in addition to learning how to handle conflicts. The programme subject also covers attitudes for meeting people with different needs.

The programme subject deals with professionalism at work, service-mindedness, aesthetics and work ethics. Current rules and regulations related to the health and social services sector, confidentiality and personal information protection are included. The programme subject covers administrative work, technical laboratory tasks, assisting health workers and general office work, and correct and effective

use of aids and tools. Organising for and cooperating with other occupational groups, quality development and internal control routines belong to this subject.

## Teaching hours

Teaching hours are given in 60-minute units.

Vg3

Health-promoting work: 371 annual class hours

Communication and interaction: 184 annual class hours

Practice of vocation: 371 annual class hours

## Basic skills

Basic skills are integrated into the competence aims for this course in areas where they contribute to the development of and are part of the subject competence. In Health services secretary, basic skills are understood as follows:

*Being able to express oneself orally and in writing* in Health services secretary involves understanding and making oneself understood in a clear and correct manner, both orally and in writing. It involves having knowledge of medical terminology in conversations with medical practitioners, for making notations in patient medical journals and filling out schedules.

*Being able to read* in Health services secretary involves understanding the content of medical documents, schedules, procedures, instruction and user manuals and other professional documents.

*Numeracy* in Health services secretary involves calculations and reckoning percentages for use when diluting or when doing conversions. It also involves making diagrams, reading statistics and understanding quantities when working with medicines, chemicals and liquids. It also involves understanding basic bookkeeping.

*Digital literacy* in Health services secretary involves using modern patient administration systems in a correct manner and in line with existing rules and regulations, i.e. for writing in medical journals, registering tests and handling waiting lists. It also involves purposeful information gathering from health authorities and specialist environments.

## Competence aims

*The aims of the studies are to enable pupils to*

- inform patients about how a healthy diet, physical activity and non-smoking can contribute to preventing lifestyle illnesses, psychological problems, infections and pain
- describe good general health, register deviations and implement corrective measures
- describe pregnancy and the most common illnesses and complications of pregnancy

- give an account of the most common childhood diseases
- discuss and elaborate on the concept of pain
- describe the most common lifestyle diseases, chronic illnesses, psychological problems, infections and pain, and the most common medicines used
- guide patients on the consequences of using medicines and medication
- perform preventive measures related to epidemics and pandemics
- perform measures that promote health, service and enjoyment
- perform first aid
- perform hygiene in line with current rules
- implement measures that promote enjoyment and health at the workplace
- perform work in line with current rules and regulations for environment, health and safety (EHS)

*The aims of the studies are to enable pupils to*

- discuss and elaborate on what the occupation of Health services secretary involves
- discuss and elaborate on the characteristics of good patient service, and give this service to patients
- communicate and interact with medical practitioners and patients in different situations of life
- use different strategies for handling conflicts
- handle stressful situations
- help patients and users in situations of crises, and guide them in the use of agencies and assistance
- observe the patient and report patient information correctly and objectively through the proper channels
- comply with current rules and regulations related to confidentiality and personal information protection
- organise relevant information in the waiting room and at places of work
- use medical words and expressions

*The aims of the studies are to enable pupils to*

- plan, carry out, evaluate and document own work in this occupation
- perform administrative tasks related to documentation, registration, bookkeeping, telephone enquiries and handling the waiting room
- handle office logistics and order needed items

- organise and assist other occupational groups
- perform the most common examination methods, laboratory work and day surgery unit and assistance work
- comply with procedures established for stab wounds
- comply with procedures for working with biological and chemical materials
- handle waste in a hygienic and environmental correct manner
- instruct patients, users and affected family members and friends in the different agencies and assistance available from the health and social services sector
- perform work based on work ethics guidelines and current regulations for quality in health and social services
- perform work in line with ergonomic principles
- arrange things at work in line with the principle of Universal design for services and products
- use relevant digital tools at work

## Assessment

### Vg3 Health services secretary

Provisions for final assessment:

#### *Overall achievement grades*

Programme subjects	Provision
Health-promoting work Communication and interaction Practice of vocation	The pupils shall have an overall achievement grade in each programme subject.

#### *Examination for pupils*

Programme subjects	Provision
Health-promoting work Communication and interaction Practice of vocation	The pupils shall sit for an interdisciplinary practical examination that covers the common programme subjects. The examination is prepared and graded locally.

#### *Examination for external candidates*

Programme subjects	Provision
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Health-promoting work	External candidates shall sit for a written examination in each programme subject. The pupils shall sit for an interdisciplinary practical examination that covers the common programme subjects.  The examination is prepared and graded locally.
Communication and interaction	
Practice of vocation	

The provisions for final assessment are stipulated in the regulations of the Norwegian Education Act.