

George Stone Technical College



Medical Administrative Specialist

Annie Gilmore, Instructor

Program Instructional Plan

2025-2026



George Stone Technical College

Instructional Plan

Mission Statement

The mission of George Stone Technical College (GSTC) is to provide quality academic, career, and technical education opportunities for all learners through instruction that integrates rigor, relevance, and relationships.

Admission Requirements

Applicants must be at least 16 years of age and capable of meeting the academic, physical, and emotional demands of their chosen program. Admission is open to all individuals regardless of gender, age, race, color, religion, national origin, disability, or marital status in accordance with the school's nondiscrimination policy.

Admission Process:

1. Complete an online application at www.GeorgeStoneCollege.edu.
2. Take the basic skills assessment, if applicable.
3. Meet with a school counselor for advisement.
4. Provide documentation of Florida residency for tuition purposes.
5. Fulfill any program-specific entry requirements.

A high school diploma or GED® is not required for enrollment in most programs but is recommended prior to completion.

Basic Skills Assessment

All students entering a Career and Technical Education (CTE) program of 450 hours or more (except Law Enforcement) must take a state-mandated basic skills evaluation prior to enrollment, unless qualifying for an exemption.

Exemptions include:

- Associate's degree or higher
- Active duty U.S. military
- Standard Florida high school diploma (2007 or later)
- State-approved industry certification aligned to the program

Students not meeting required scores must participate in remediation and demonstrate progress prior to program completion.

Disability Accommodations

In order to receive disability accommodations, students must self-disclose the disability to the counseling staff during the admissions process and provide documentation that clearly shows evidence of a disability. A school counselor will schedule a meeting with the student and the instructor to discuss the documented disability and applicable accommodations. Accommodations are based on individual needs and designed to ensure equal access to instruction, assessments, and facilities. Accommodations received in postsecondary education may differ from those received in secondary education and are reasonable as they relate to the industry or field. GSTC provides waivers to students with disabilities as defined in Section 1004.02(6) of the Florida Statutes to meet the career basic skills grade levels required for completion of career and technical programs as described in rule 6A-10.040(2).

A student with a documented disability, who is enrolled for remediation through adult education, and has completed 90% of the competencies of a career and technical program of study with a cumulative grade point average of at least 80% or higher, may petition to receive a waiver for the basic skills exit exam after attempting to pass it on at least two occasions. Waiver requests are available from a school counselor.

Tuition and Fees

Tuition is established by the Florida Legislature and payable at the start of each enrollment period. All required tuition, lab, and registration fees must be paid prior to class attendance.

- Florida Residents pay in-state tuition rates.
- Non-residents pay out-of-state rates per state policy.
- Eligible high school and dual-enrolled students receive tuition waivers.

Attendance Policy

GSTC emphasizes attendance as critical for developing professionalism and achieving success. Students are expected to attend all scheduled hours and participate fully.

Key Guidelines:

- Absence of six (6) consecutive days results in withdrawal.
- Attendance below 83% triggers probation and possible withdrawal.
- Leave of absence (minimum 10 days) requires administrative approval.
- Attendance is measured by presence only; no excused/unexcused distinction.

Plan of Instructional Practices

Instruction includes lecture, demonstration, discussion, guided practice, simulation, cooperative education, and industry-based projects. Faculty adapt instruction to meet individual learning needs and employ competency-based strategies aligned with state frameworks.

Students use textbooks, digital tools, lab equipment, and simulation technologies reflecting current industry standards.

Evaluation and Grading

Evaluation is based on mastery of occupational competencies, participation, professionalism, and assessments.

Grading Scale:

A (90–100), B (80–89), C (70–79), D (60–69), F (Below 60)

A minimum grade of 70% and satisfactory progress are required to maintain enrollment and aid eligibility.

Work-Based Learning Activities

Work-based learning is an essential component of each program and bridges classroom instruction with real-world experience.

Examples include:

- In-school lab/shop projects
- Job shadowing with employers
- Cooperative education
- Externships or clinical rotations

Each activity follows a written instructional plan with objectives, competencies, and evaluation criteria.

Professional Conduct and Social Media

Students are expected to maintain professionalism, respect, and ethical behavior consistent with industry standards. Inappropriate use of social media, including the posting of confidential or offensive content, may result in disciplinary action or dismissal.

Certification and Completion

To receive a Certificate of Completion, students must:

1. Meet competencies per Florida Department of Education frameworks.
2. Satisfy attendance and grade requirements.
3. Fulfill all financial obligations.
4. Meet basic skills exit standards (if applicable).

Financial Aid

Policies and guidelines for the administration of all financial aid are established according to federal and state law. Applicants complete an information form, Free Application for Federal Student Aid, and furnish documentation needed to verify eligibility. More

information on the application process may be obtained in the Financial Aid Office. The Financial Aid Office will assist students, where possible, with access to financial support offered by federal agencies (U.S. Department of Education – Pell Grants, Department of Veterans' Affairs), other state and local agencies and local organizations (scholarships).

**Florida Department of Education
Curriculum Framework**

Program Title: Medical Administrative Specialist
Program Type: Career Preparatory
Career Cluster: Business Management and Administration

Career Certificate Program		
Program Number	B070300	
CIP Number	0551071603	
Grade Level	30, 31	
Standard Length	1050 hours	
Teacher Certification	Refer to the Program Structure section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communications (Reading and Language Arts): 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communication skills, higher level thinking skills, and decision-making skills; medical terminology; the performance of office procedures specific to the medical environment; transcription of medical documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high-quality employment portfolios and job-seeking documents.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses that have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0040	Information Technology Assistant	OTA0040 Teacher Certifications	150 hours
B	OTA0041	Front Desk Specialist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	300 hours
C	OTA0631	Medical Office Technologist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G SECRETAR 7 G MANAG SUPV 7 G	300 hours
D	OTA0651	Medical Administrative Specialist	TC COOP ED @7 VOE @7 LAB TECH @7 G MED ASST @7 G PRAC NURSE @7 G REG NURSE 7G	300 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
- 02.0 Develop an awareness of microcomputers.
- 03.0 Demonstrate an understanding of networks.
- 04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
- 05.0 Use presentation applications to enhance communication skills.
- 06.0 Use spreadsheet applications to enhance communication skills.
- 07.0 Use database applications to store and organize data.
- 08.0 Use electronic mail to enhance communication skills.
- 09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
- 10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
- 12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
- 13.0 Demonstrate an understanding of basic html by creating a simple web page.
- 14.0 Demonstrate comprehension and communication skills.
- 15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
- 16.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations.
- 17.0 Demonstrate language arts knowledge and skills.
- 18.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
- 19.0 Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas.
- 20.0 Practice quality performance incorporating customer service strategies in the learning environment and the workplace.
- 21.0 Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
- 22.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 23.0 Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 24.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 25.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 26.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 27.0 Perform intermediate and advanced medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.

- 28.0 Use technology to increase medical office productivity and enhance workplace performance.
- 29.0 Participate in simulated medical office work-based learning experiences.
- 30.0 Explain the importance of employability skills and entrepreneurial skills.
- 31.0 Demonstrate business management skills.
- 32.0 Demonstrate positive human relations and leadership skills in the workplace.
- 33.0 Describe the importance of professional ethics and legal responsibilities in the medical office environment.
- 34.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 35.0 Understand financial concepts, procedures, and strategies.

Florida Department of Education
Student Performance Standards

Program Title: Medical Administrative Specialist
Career Certificate Program Number: B070300

<p>Course Number: OTA0040 Occupational Completion Point: A Information Technology Assistant – 150 Hours</p> <p>Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Information Technology Assistant (OTA0040)</p>
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<p>Course Number: OTA0041 Occupational Completion Point: B Front Desk Specialist – 300 Hours</p>
<p>16.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations. The student will be able to:</p>
<p>16.01 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.</p>
<p>16.02 Use communications, networking, and cross-team collaboration to perform tasks and solve problems in business environments.</p>
<p>16.03 Apply knowledge of ergonomic principles to the configuration of work areas to enhance workplace performance.</p>
<p>16.04 Perform proofreading skills including electronic reference tools.</p>
<p>16.05 Create documents using intermediate and advanced features in word processing, spreadsheet, presentation, electronic mail, and multimedia software.</p>
<p>16.06 Access, process, and transmit information through all mediums.</p>
<p>16.07 Perform basic care of workstations, computers, and peripherals.</p>
<p>17.0 Demonstrate language arts knowledge and skills. The student will be able to:</p>
<p>17.01 Locate, synthesize, and evaluate key elements of oral and written information.</p>
<p>17.02 Apply knowledge of editing to draft and revise written documents using correct grammar, punctuation, and vocabulary.</p>
<p>18.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:</p>

18.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
18.02	Locate, organize, and reference written information from various sources.
18.03	Design, develop, and deliver information formally and informally for specific purposes using appropriate media to engage and inform diverse audiences.
18.04	Apply active listening skills to obtain and clarify information.
18.05	Exhibit public relations skills that aid in achieving stakeholder satisfaction.
18.06	Integrate all forms of communication.
18.07	Discuss the need to use professional demeanor in all business communications.
18.08	Discuss the importance of universally understood methods of verbal communication.
19.0	Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas. The student will be able to:
19.01	Employ critical thinking skills independently and in teams to solve problems and make decisions.
19.02	Conduct technical research to gather information necessary for decision-making.
19.03	Interpret verbal and nonverbal cues/behaviors that enhance communication.
19.04	Develop and interpret tables, charts, and presentations.
19.05	Identify the benefits of working as a team for a client.
20.0	Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to:
20.01	Discuss performance evaluation methods and instruments used to assess workplace progress and performance.
20.02	Identify and document workplace performance goals and monitor progress toward those goals.
20.03	Analyze the integral value of a customer and/or client and practice skills to provide excellent customer/client service.
20.04	Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
21.0	Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
21.01	Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace.
21.02	Identify the main causes of accidents in the office and preventive measures.

21.03	Discuss the responsibilities organizations have to their employees.
21.04	Describe the role of confidentiality in business.
21.05	Identify the importance of making decisions that are based on ethical reasoning.
21.06	Identify and discuss personal and long-term consequences of unethical choices in the workplace.
21.07	Understand and explain written organizational policies and procedures.
21.08	Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
21.09	Identify ways companies can help their communities.
22.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
22.01	Develop professional workplace relationship skills both internally and externally to include team building and group dynamics.
22.02	Understand how individual personalities fit the team.
22.03	Develop initiative and problem-solving skills to effectively deal with conflict resolution.
23.0	Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
23.01	Apply the use of information and project management tools to develop and coordinate the distribution of work.
23.02	Maintain equipment and supplies.
23.03	Perform financial functions.
23.04	Determine the most efficient method of sending business documents and materials.
23.05	Produce a variety of design layouts (e.g., flyers, postcards, brochures, business cards, and letterhead).
23.06	Incorporate clip art, images, borders, and other special effects into a layout.

Course Number: OTA0631	
Occupational Completion Point: C	
Medical Office Technologist – 300 Hours	
24.0	Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
24.01	Perform medical administrative office tasks including insurance verification, billing and collections, scheduling, and processing referrals.
24.02	Prepare medical documents.
24.03	Utilize medical references.
24.04	Discuss and simulate legal and ethical procedures in the medical office.
24.05	Recognize the usage of specialized medical software.
24.06	Proofread to include mechanics, content, and specialized medical formats.
24.07	Perform specialized records management functions specific to the medical field.
24.08	Discuss and identify medical terminology.
24.09	Identify key standards for privacy and security of health information as mandated in the Health Insurance Portability and Accountability Act (HIPPA).
24.10	Demonstrate the ability to accurately transcribe and format medical records.
24.11	Discuss how to use encryption to support patient confidentiality when sending communication.
25.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
25.01	Explain the effect of key organizational systems on performance and quality.
25.02	List and describe quality control systems and/or practices common to the workplace.
26.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
26.01	Employ leadership qualities that seek to contribute to the organization’s direction.
26.02	Establish and maintain effective working relationships with others to accomplish objectives and tasks.
26.03	Employ mentoring skills to inspire and teach others.

Course Number: OTA0651
Occupational Completion Point: D
Medical Administrative Specialist – 300 Hours

27.0 Perform intermediate and advanced medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:

27.01 Demonstrate professional communication skills in situations with patients and medical contacts.

27.02 Use medical terminology.

27.03 Demonstrate knowledge of medical emergency management procedures.

27.04 Demonstrate an understanding of insurance fraud and abuse.

27.05 Communicate with health organizations to process referrals and verify patient coverage adhering to HIPAA requirements.

27.06 Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices.

28.0 Use technology to increase medical office productivity and enhance workplace performance. The student will be able to:

28.01 Demonstrate the ability to accurately transcribe and format complex medical records.

28.02 Discuss the use of all available and emerging technology in the medical office environment.

28.03 Perform specialized medical administrative office tasks including insurance verification, billing and collections, scheduling, and processing referrals.

28.04 Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.

28.05 Demonstrate the ability to use integrated medical application software.

29.0 Participate in simulated medical office work-based learning experiences. The student will be able to:

29.01 Participate in simulated work-based learning experiences in a medical office environment.

29.02 Discuss the use of specialized medical office equipment.

29.03 Discuss the management/supervisory skills needed in a medical office environment.

29.04 Discuss the use of technology in a medical office environment.

29.05 Define terms related to medical office careers.

30.0 Explain and demonstrate the importance of employability skills and entrepreneurial skills. The student will be able to:

30.01 Identify and demonstrate positive work behaviors needed to be employable.

30.02	Develop a personal career plan that includes goals, objectives, and strategies.
30.03	Examine licensing, certification, and industry credentialing requirements.
30.04	Demonstrate successful interview techniques
30.05	Evaluate and compare employment opportunities that match career goals.
30.06	Identify and exhibit traits for retaining employment.
30.07	Identify opportunities and research requirements for career advancement.
30.08	Research the benefits of ongoing professional development.
30.09	Examine and describe entrepreneurship opportunities as a career planning.
30.10	Maintain and update a career portfolio.
30.11	Apply for positions with a letter of application and resume.
31.0	Demonstrate business management skills. The student will be able to:
31.01	Describe the management supervisory skills needed in a medical office environment.
31.02	Describe the relationships between levels of management and how the levels of management work together.
32.0	Demonstrate positive human relations and leadership skills in the workplace. The student will be able to:
32.01	Demonstrate communication strategies necessary and appropriate for effective medical office business relations.
32.02	Demonstrate skills as a team member and qualities of a leader.
32.03	Explain the importance of leadership activities in the
32.04	Explain the importance of community service activities.
33.0	Describe the importance of professional ethics and legal responsibilities in the medical office environment. The student will be able to:
33.01	Demonstrate ethical medical business behavior.
33.02	Evaluate and justify decisions based on ethical reasoning.
33.03	Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies.
33.04	Interpret and explain written organizational policies and procedures.

34.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
34.01	Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
34.02	Explain the effect of key organizational systems on performance and quality.
34.03	Understand the components and value of a disaster and/or emergency response plan.
34.04	Apply knowledge of ergonomic principles to the configuration of computer workstations to enhance workplace performance.
35.0	Understand financial concepts, procedures, and strategies. The student will be able to:
35.01	Identify and describe the services and legal responsibilities of financial institutions.
35.02	Describe the effect of money management on personal and career goals.
35.03	Complete financial instruments for making deposits and withdrawals.
35.04	Maintain financial records in a medical office environment.
35.05	Read and reconcile financial statements.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.