



# BTS – ASSISTANT MEDICO-ADMINISTRATIF

## Descriptif du cours 2023-2024

<b>Code</b>	ANGLA1	<b>Cours</b>	English
<b>Année</b>	1	<b>Module</b>	Langues
<b>Semestre</b>	1	<b>Crédits ECTS</b>	1
<b>Leçons de 50'</b>	18	<b>Langue d'enseignement</b>	English

### Objectifs du cours

- Being able to express and explain the role and duties of an Administrative Medical Assistant professionally.
- Acquiring the necessary terminology for face-to-face encounters.
- Being able to tend to English-speaking customers face-to-face applying the professional terminology.
- Introducing key business and simple scientific language
- Revising important grammatical structures
- Developing students' speaking, listening, writing and reading skills, with particular reference to a number of common business and scientific topics

### Contenu du cours

The course is divided into 2 categories:

1. English for customer care  
Unit 1: Introduction to customer care  
Unit 2: Face to face with customers
2. Professional English (medical terms)  
A selection of units covering a wide variety of medical vocabulary related to parts and functions of the body, as well as to topics such as diseases, symptoms, treatments, examinations, and preventions.

Furthermore, the course focuses on:

- Grammar - Various grammatical structures are revised. These are adapted to the students' needs.
- A selection of topics of general interest and current events are explored through a choice of reading texts and other relevant material.

### Méthodologie

- Interactive activities are meant to simulate real-life situations which students may find themselves in on a daily basis
- The reading activities aim at enhancing the student's comprehension, speaking and analytical skills.
- A strong focus on listening and speaking skills will help the students to improve and develop their communication skills.
- Short and specific grammar revision will give the students the necessary linguistic framework to refer to

### Compétences et acquis d'apprentissage

- Understanding, analysing and discussing topic-based articles
- Communicating effectively by speaking fluently in a variety of contexts
- Using language accurately in relation to medical-related topics
- Using intermediate-level grammatical structures in both spoken and written productions
- Understanding and analyzing key points in audio/sound data

### Compétences transversales:

Langues parlées professionnelles (LAPAP)

### Prérequis

- -

### Supports

- English for medical assistants or similar topics



## BTS – ASSISTANT MEDICO-ADMINISTRATIF

### Descriptif du cours 2023-2024

Evaluation	1 <sup>re</sup> session		2 <sup>e</sup> session
	Continuous evaluation		Examen
Méthode d'évaluation	Comprehension test, written and oral test, role-plays of face-to face encounters are audio and/or video recorded		
Pondération des notes	Travaux du semestre	Contrôle continu	Evaluation de fin de semestre
	-	100 %	-
Charge de travail	Travail personnel <sup>1</sup>	Travail de groupe	Total (en heures)
	25	-	25

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<sup>1</sup> Travail personnel : participation aux cours + travail individuel  
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# BTS – ASSISTANT MEDICO-ADMINISTRATIF

## Descriptif du cours 2023-2024

<b>Code</b>	ANGLA2	<b>Cours</b>	English
<b>Année</b>	1	<b>Module</b>	Langues
<b>Semestre</b>	2	<b>Crédits ECTS</b>	1
<b>Leçons de 50'</b>	10	<b>Langue d'enseignement</b>	English

### Objectifs du cours

- Being able to tend to English-speaking customers on the telephone professionally.
- Acquiring the necessary terminology for telephone conversations.
- Introducing key business and simple scientific language
- Revising important grammatical structures
- Developing students' speaking, listening, writing and reading skills, with particular reference to a number of common business and scientific topics

### Contenu du cours

The course is divided into 2 categories:

1. English for customer care  
Unit 3: Dealing with customers on the phone
2. Professional English (medical terms)  
A selection of units covering a wide variety of medical vocabulary related to parts and functions of the body, as well as to topics such as diseases, symptoms, treatments, examinations, and preventions.

Furthermore, the course focuses on:

- Grammar - Various grammatical structures are revised. These are adapted to the students' needs.
- A selection of topics of general interest and current events are explored through a choice of reading texts and other relevant material.

### Méthodologie

- The reading activities aim at enhancing the student's comprehension and analytical skills
- Interactive activities are meant to simulate real-life situations which students may find themselves in on a daily basis
- A strong focus on listening and oral skills will help the students to improve and develop their communication skills
- Short and specific grammar revision will give the students the necessary linguistic framework to refer to

### Compétences et acquis d'apprentissage

- Understanding, analysing and discussing topic-based reading texts
- Communicating effectively by speaking fluently in a variety of contexts
- Using language accurately in relation to medical-related topics
- Using intermediate-level grammatical structures in both spoken and written productions
- Understanding and analyzing of key point in listening passages

### Compétences transversales:

Langues parlées professionnelles (LAPAP)

### Prérequis

- -

### Supports

- English for medical assistants or similar topics



## BTS – ASSISTANT MEDICO-ADMINISTRATIF Descriptif du cours 2023-2024

<b>Evaluation</b>	1 <sup>re</sup> session		2 <sup>e</sup> session
	Continuous evaluation		Examen
<b>Méthode d'évaluation</b>	Comprehension test, written and oral test, role-plays of telephone conversations are audio and/or video recorded		
<b>Pondération des notes</b>	<b>Travaux du semestre</b>	<b>Contrôle continu</b>	<b>Evaluation de fin de semestre</b>
	-	100 %	-
<b>Charge de travail</b>	<b>Travail personnel<sup>1</sup></b>	<b>Travail de groupe</b>	<b>Total (en heures)</b>
	25	-	25

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<sup>1</sup> Travail personnel : participation aux cours + travail individuel  
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# BTS – ASSISTANT MEDICO-ADMINISTRATIF

## Descriptif du cours 2023-2024

<b>Code</b>	ANGLA3	<b>Cours</b>	English
<b>Année</b>	2	<b>Module</b>	Langues
<b>Semestre</b>	1	<b>Crédits ECTS</b>	1
<b>Leçons de 50'</b>	18	<b>Langue d'enseignement</b>	English

### Objectifs du cours

- Being able to write a proper English formal letter and email
- Acquiring the necessary terminology for writing formal letters and email
- Being aware of the differences in language and structure of a formal letter and email. Being able to efficiently work, communicate, make decisions and solve problems in a team
- Informing and educating the students on common scientific matters
- Introducing key business and simple scientific language
- Revising important grammatical structures
- Developing students' speaking, listening, writing and reading skills, with particular reference to a number of common business and scientific topics

### Contenu du cours

The course is divided into 2 categories:

1. English for customer care  
Unit 4: Delivering customer care through writing  
Unit 5: Teamwork
2. Professional English (medical terms)  
A selection of units covering a wide variety of medical vocabulary related to parts and functions of the body, as well as to topics such as diseases, symptoms, treatments, examinations, and preventions.

Furthermore, the course focuses on:

- Grammar - Various grammatical structures are revised. These are adapted to the students' needs.
- A selection of topics of general interest and current events are explored through a choice of reading texts and other relevant material.

### Méthodologie

- The reading activities aim at enhancing the student's comprehension and analytical skills
- Interactive activities are meant to simulate real-life situations which students may find themselves in on a daily basis
- A strong focus on listening and oral skills will help the students to improve and develop their communication skills
- Role-plays aim at learning to build deeper relationships in a team through common understanding and improved communication, as well as recognizing ways to appreciate, value, and work effectively in a group
- Short and specific grammar revision will give the students the necessary linguistic framework to refer to

### Compétences et acquis d'apprentissage

- Understanding, analysing and discussing topic-based reading texts
- Communicating effectively by speaking fluently in a variety of contexts
- Using language accurately in relation to medical-related topics
- Using intermediate-level grammatical structures in both spoken and written productions
- Understanding and analyzing of key point in listening passages

### Compétences transversales:

Communication écrite (COECR)

### Prérequis

- -

### Supports

- English for qualified medical employees for similar topics



## BTS – ASSISTANT MEDICO-ADMINISTRATIF

### Descriptif du cours 2023-2024

Evaluation	1 <sup>re</sup> session		2 <sup>e</sup> session
	Continuous evaluation		Examen
Méthode d'évaluation	Comprehension test, written and oral tests, role-plays of various situations in a team are audio and/or video recorded		
Pondération des notes	Travaux du semestre	Contrôle continu	Evaluation de fin de semestre
	-	100 %	-
Charge de travail	Travail personnel <sup>1</sup>	Travail de groupe	Total (en heures)
	25	-	25

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<sup>1</sup> Travail personnel : participation aux cours + travail individuel  
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# BTS – ASSISTANT MEDICO-ADMINISTRATIF

## Descriptif du cours 2023-2024

<b>Code</b>	ANGLA4	<b>Cours</b>	English
<b>Année</b>	2	<b>Module</b>	Langues
<b>Semestre</b>	2	<b>Crédits ECTS</b>	1
<b>Leçons de 50'</b>	10	<b>Langue d'enseignement</b>	English

### Objectifs du cours

- Being able to efficiently deal with problematic situations in the workplace.
- Acquiring the necessary skills to deal with conflicts
- Informing and educating the students on common scientific matters
- Introducing key business and simple scientific language
- Revising important grammatical structures
- Developing students' speaking, listening, writing and reading skills, with particular reference to a number of common business and scientific topics

### Contenu du cours

The course is divided into 2 categories:

1. English for customer care  
Unit 6: Dealing with problems and complaints
2. Professional English (medical terms)  
A selection of units covering a wide variety of medical vocabulary related to parts and functions of the body, as well as to topics such as diseases, symptoms, treatments, examinations, and preventions.

Furthermore, the course focuses on:

- Grammar - Various grammatical structures are revised. These are adapted to the students' needs.
- A selection of topics of general interest and current events are explored through a choice of reading texts and other relevant material

### Méthodologie

- The reading activities aim at enhancing the student's comprehension and analytical skills
- Interactive activities are meant to simulate real-life situations which students may find themselves in on a daily basis
- Problem-solving dialogues are analyzed, created and thoroughly practiced.
- A strong focus on listening and oral skills will help the students to improve and develop their communication skills
- Short and specific grammar revision will give the students the necessary linguistic framework to refer to

### Compétences et acquis d'apprentissage

- Understanding, analysing and discussing topic-based reading texts
- Communicating effectively by speaking fluently in a variety of contexts
- Using language accurately in relation to medical-related topics
- Using intermediate-level grammatical structures in both spoken and written productions
- Understanding and analyzing of key point in listening passages

### Compétences transversales:

Langues parlées professionnelles (LAPAP)

### Prérequis

- -

### Supports

- English for qualified medical employees for similar topics



## BTS – ASSISTANT MEDICO-ADMINISTRATIF

### Descriptif du cours 2023-2024

Evaluation	1 <sup>re</sup> session		2 <sup>e</sup> session
	Continuous evaluation		Examen
Méthode d'évaluation	Comprehension test, written and oral tests, role-plays of various situations in a team are audio and/or video recorded		
Pondération des notes	Travaux du semestre	Contrôle continu	Evaluation de fin de semestre
	-	100 %	-
Charge de travail	Travail personnel <sup>1</sup>	Travail de groupe	Total (en heures)
	25	-	25

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<sup>1</sup> Travail personnel : participation aux cours + travail individuel  
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