

City & Guilds 3569 Level 4 Diploma in Advice and Guidance

Background

This qualification is for those working in all advice and guidance settings. It has been developed to help individuals recognise the skills and competencies involved when providing information, supporting and advising others.

Programme Structure

The course is structured to meet the candidate's individual need and therefore is delivered and assessed in their own workplace. It usually takes between 6 and 12 months to achieve, however, the duration will depend on the number of units selected and the timely submission of evidence but should not exceed 12 months. Advice will be given on the most appropriate units to undertake in line with the candidate's job role and award structure.

Assessment

Individuals undertaking the qualification will be allocated a qualified assessor. Assessment is a planned & agreed process, formal assessment will take place when the individual and the assessor feel both parties are ready. Assessments will occur at intervals, the assessor will observe the candidate carrying out normal working practices, discuss the assessment process and question to confirm knowledge and understanding. Evidence will be generated from what the individual does in their normal job role. Products resulting from work undertaken may also be used as evidence. Candidates are required to undertake a minimum of two case studies where they have worked with clients in an information, advice and guidance role.

Quality Assurance

Internal and external quality assurance procedures will be implemented throughout the duration of this award. An Internal Verifier/Quality Assurer will be responsible for ensuring the quality and consistency of all assessment decisions. An External Verifier is responsible for monitoring the performance of the centre.

Award Aim & Structure

The overall aim is to build and develop an individual's skills in order to effectively interact with clients when providing a service.

Candidates are required to gain a minimum of 37 credits to achieve the diploma: 17 credits from the mandatory units and 20

credits from a range of optional units. The assessor will assist in selecting the most appropriate units.

The mandatory units cover the following topics:

- Develop interactions with advice and guidance clients
- Manage personal caseload
- Evaluate and develop own contribution to the service
- Operate within networks
- Understand the importance of legislation and procedures

Candidates can select optional units from the following topics:

- Support clients to make use of the service
- Assist clients to decide on a course of action
- Prepare clients through advice and guidance for the implementation of a course of action
- Assist clients through advice and guidance to review their achievement of a course of action
- Advocate on behalf of advice and guidance clients
- Prepare to represent clients in formal proceedings
- Present cases for clients in formal proceedings
- Negotiate on behalf of advice and guidance clients
- Liaise with other services
- Enable advice and guidance clients to access referral opportunities
- Undertake research for the service and its clients
- Design information materials for the service
- Provide and maintain information materials for use in the service
- Identify and promote the contribution of CEG within the organisation
- Integrate CEG within the curriculum
- Promote CEG
- Negotiate and maintain service agreements
- Facilitate learning in groups
- Prepare and set up mediation
- Stage and manage the mediation process
- Enable learning through demonstrations and instructions
- Provide support for other practitioners

How to book this course

This award is available immediately on demand. To find out more and book a place please contact Further Training on 0845 600 6690 or email further.training@bctg.org.uk