



# City & Guilds 3569 Level 3 Certificate in Advice and Guidance

## Background

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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

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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

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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

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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

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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 21 credits to achieve the certificate: 12 credits from the mandatory units and 9

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

### The mandatory units cover the following topics:

- Establish & maintain effective communication with clients who require advice & guidance
- Support clients to make use of the advice and guidance service
- Review own contribution to the service
- Understand the importance of legislation and procedures

### Candidates can select optional units from the following topics:

- Develop interactions with advice and guidance clients
- Interact with clients using a range of media
- 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
- Negotiate on behalf of advice and guidance clients
- Liaise with other services
- Enable advice and guidance clients to access referral opportunities
- Manage personal caseload
- Evaluate and develop own contribution to the service
- Operate within networks
- Provide and maintain information materials for use in the service
- Identify and promote the contribution of CEG within the organisation
- Promote CEG
- Facilitate learning in groups
- Ensure your own actions reduce risks to health and safety
- Enable learning through demonstrations and instructions

## How to book this course

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**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](mailto:further.training@bctg.org.uk)**