



# Advice and Guidance

Apprenticeship (NVQ/QCF)  
Level 4



**Tel: 01443 749 000**  
**[www.educ8training.co.uk](http://www.educ8training.co.uk)**



# Who are Educ8?

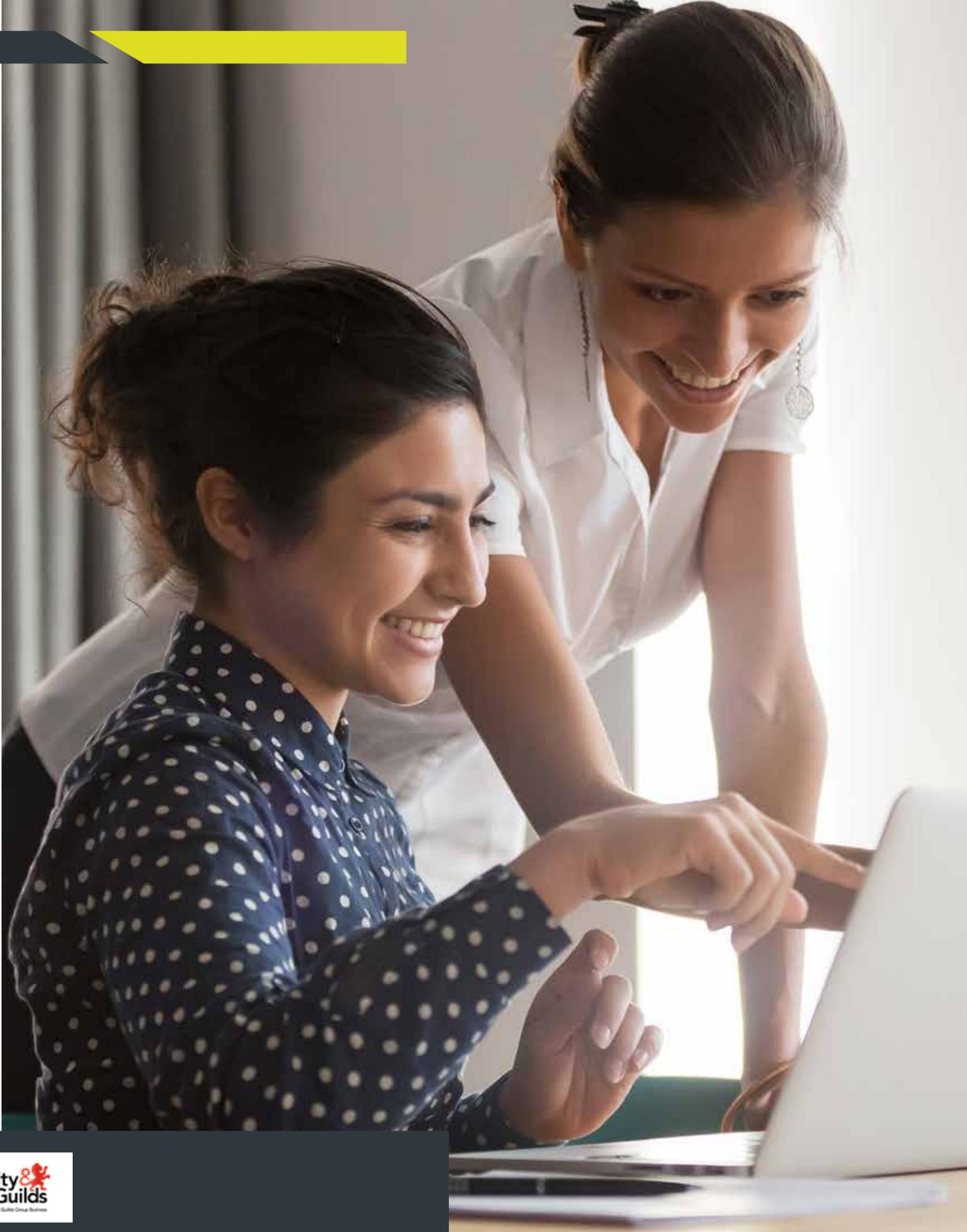
The Educ8 Group (incorporating ISA Training Ltd) are a government contracted training provider, supplying Apprenticeship training programmes throughout our area of operations.

Established in 2004, our 180+ staff work from several locations throughout the area in which we operate.

Our entire philosophy is to put the quality of our training provision and the learner at the heart of everything we do, which is reflected in our good and excellent grades from external inspections and quality audits. Moreover, 100% of the employers we work with (over 500 each year) and 100% of learners graded Educ8 as 'Good or Excellent' - feedback which we are extremely proud of.

Our focus on service and quality extends not only to our customer base, but to our own staff. Educ8 were voted 6th in the UK in the Sunday Times Best Companies 2019 and Best Employer in Wales 2019 by the Federation of Small Business (FSB).

The old adage that "...companies who treat their staff well, treat their customer well..." could never have been more aptly applied than to the Educ8 Group.



100%

## Overall Rating

100% of employers rate Educ8 good or better as their training provider

## Applied Knowledge

99% of employers report that their employee(s) are good, or better, at applying what they have learnt to their work role



## Employer needs

100% 100% of employers felt Educ8 Group were effective at taking into account the needs of the employer when planning the apprenticeship delivery



## Support

99% of employers report that Educ8's apprenticeship programme is good, or better, at supporting the development of their employee(s)

## Recommendation

99% of employers would recommend Educ8 Group to others



# What is Advice & Guidance Level 4?

This qualification provides learners with the tools, knowledge and skills that they will require to deliver support, advice and guidance to their clients, customers, or the individuals who make up their case load.

The range of units covered in the course will teach the learner invaluable skills and knowledge to help them manage their case load more effectively and deliver individualised service to each of their clients.

Units that cover sector relevant legislation ensure that learners have up to date knowledge of the law as it pertains to their role.

Reflective practice units include the study of Abraham Maslow's Hierarchy of Needs, Carl Rogers Person-Centred Approach and his three Core Conditions, Gibb's Model of Reflection, Kolb's Learning Cycle.

Those who complete the qualification will find their skills in writing case studies and evaluating their own practices significantly enhanced.



This qualification is designed for individuals who provide information, advice and guidance to clients in a range of different organisations.

Examples of job roles that this qualification could be applicable to would be: Careers Advisor, Youth Worker, Support Worker, Family Support, Citizens Advice, Tenancy Officer, Workforce Development, Community Support, Case Worker, Housing Officer or Debt Advisor.



# Level 4 Advice & Guidance

Candidates must achieve **all** of the following mandatory units:

## Mandatory

Unit Title	Credits
Develop Interactions with Advice and Guidance Clients	4
Manage Personal Case Load	4
Evaluate and Develop Own Contribution to the Service	3
Operate within Networks	3
Understand Importance of Legislation and Procedures	3

Candidates must also select a minimum of **20** credits from Group 2:

Unit Title	Credits
Support Clients to Make Use of the Advice and Guidance Service	3
Assist Advice and Guidance Clients on a Course of Action	3
Prepare Clients through Advice and Guidance for the Implementation of a Course of Action	3
Assist Clients through Advice and Guidance to Review their Achievement of a Course of Action	3
Advocate on Behalf of Advice and Guidance Clients	6
Prepare to Represent Advice and Guidance Clients in Formal Proceedings	6
Present Cases for Advice and Guidance Clients in Formal Proceedings	6
Negotiate on Behalf of Advice and Guidance Clients	5
Liaise with Other Services	3
Enable Advice and Guidance Clients to Access Referral Opportunities	3
Undertake Research for the Service and its Clients	5
Design Information Materials for Use in the Service	4
Provide and Maintain Information Materials for Use in the Service	3
Identify and Promote the Contribution of Careers Education Guidance (CEG) within the Organisation	4
Integrate Careers Education Guidance (CEG) within the Curriculum	4
Promote Careers Education Guidance (CEG)	3
Negotiate and Maintain Service Agreements	3
Facilitate Learning in Groups	3
Prepare and Set Up Mediation	4
Stage and Manage the Mediation Process	8
Enable Learning through Demonstrations and Instructions	3
Provide Support for other Practitioners	5

# Apprenticeship Overview



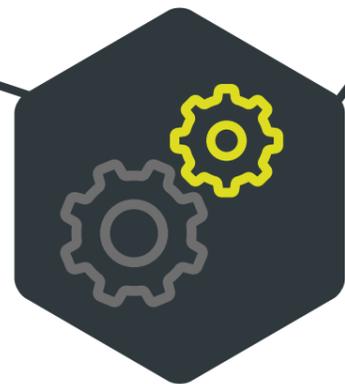
## Timeframes

The time it takes to complete the framework depends entirely on your commitment and motivation to complete the required tasks.

Generally, learners complete a Level 4 in Advice & Guidance within 8-10 months.

Learners are encouraged to set aside approximately 2 hours per week of personal time to work towards the completion of their qualification.

Our highly experienced Trainer Coaches provide learners with all the support they require to complete their course.

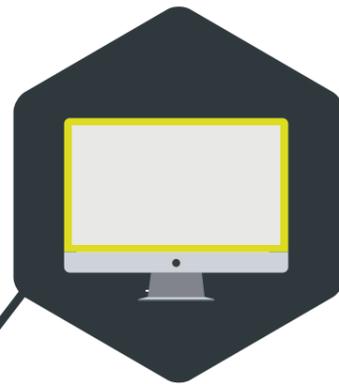


## Essential Skills

Communication, Digital Literacy and Application of Number qualifications are an integral element to the funded Apprenticeship frameworks.

These are usually delivered via workshops at one of Educ8's centres and will be planned well in advance.

*\*N.B If you have completed Essential Skills previously or are able to provide other suitable proxies (i.e GCSE certificates or similar), you may be exempt from completing this element of the course.*



## Engagement Methods

Each learner will have a variety of methods in which they can engage with their Trainer Coach for their learning programme:

- One to One sessions
- Observations
- Access to Moodle platform
- Smart Assessor e-Portal
- Email submission
- Telephone support
- Smart Rooms/Facetime

The role of your Trainer Coach is to support you throughout the process to enable you to complete your qualification whilst having the best learning experience along the way.



## Delivery Methods

You will be allocated a qualified and sector-competent Trainer Coach who will aim to visit you in your workplace on a monthly basis.

Between visits, your Trainer Coach may leave you assignments or work to complete in your own time.



## Recognition of Prior Learning (RPL)

If you have previously completed any work-based qualifications or units, any relevant work (evidenced by copies of certificates) can be mapped across to this qualification to avoid duplication of work.

Your allocated Trainer Coach will go through RPL with you in more depth during your induction.



I've thoroughly enjoyed this course and it has suited me down to the ground as I deal with unemployed individuals who need support and guidance to find a job. It's great to have a qualification to back up what I do on a daily basis and also the skills I've learnt have given me more confidence when dealing with clients.

**Kathy O'Brien**

Project Manager at Regener8 Cymru



**Get in touch!**  
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