



Advice and Guidance

Apprenticeship (NVQ/QCF)
Level 4



Tel: 01443 749 000
www.educ8training.co.uk



Who are Educ8?

The Educ8 Group are a government contracted training provider, delivering Apprenticeships: enabling businesses to recruit a pipeline of talent and learners to achieve their full potential.

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 the 'good' and 'excellent' grades we have achieved from external inspections and quality audits.

Our focus on service and quality extends not only to our customer base, but to our own staff. The Educ8 Group have been voted by Best Companies as the Best Mid-Sized and Education and Training Company to work for in the whole of the UK.

At Educ8 we offer a bespoke support package to both our employers and our learners, maximising the quality of our service delivery. Our designated team of Customer Account Managers are here to support businesses throughout the recruitment journey. Our team can help you to create and advertise your job vacancy whilst supporting you with your training and development needs.

Educ8's innovative online resource platform, Moodle, which has been recognised as exemplary by Estyn, provides learners with an opportunity to learn independently. Educ8's curriculum stretches and challenges More Able and Talented Learners (MAT) and supports those with Additional Learning Needs (ALN). Apprenticeships are, and can be made, accessible to all learners.

At Educ8 we are proud to support the Welsh Government's aim to increase the number of Welsh speakers to one million by 2050 and are passionate about helping apprentices and employers to improve their Welsh skills. Apprentices with Educ8 will have the opportunity, and are encouraged, to enter national and international skills competitions such as Inspiring Skills and World Skills UK. Previous Educ8 apprentices have represented Wales in the Health and Social Care, Childcare and Customer Services sector.



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.

If you are an employer, or a learner, and have any specific Covid-19 related queries please get in touch by emailing us at covid-19@educ8training.co.uk



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



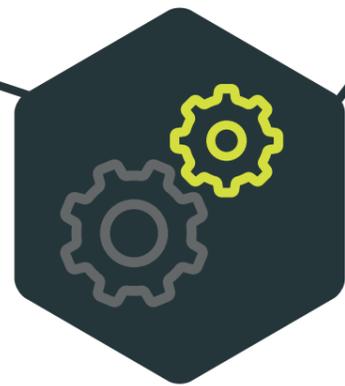
Timeframes

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 15 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 and Application of Number qualifications are an integral element to the funded Apprenticeship Frameworks. These are usually delivered via workshops, either at one of Educ8's centres or online, and will be planned well in advance.



Engagement Methods

Learning and development is more important than ever as we navigate the Covid-19 pandemic. Our first and foremost priority is of course to ensure we are supporting you safely, to do so we will be utilising a range of methods, including:

- 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 learning 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 meet with you in person, in your workplace, or virtually, 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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