



Purpose Statement

Level 3 NVQ Certificate in Advice and Guidance – 601/7407/9

Overview

The BIIAB Level 3 NVQ Certificate in Advice and Guidance has been designed to enable learners to obtain and then demonstrate the knowledge and skills required to work effectively and flexibly within an advice and guidance role at level 3.

This qualification recognises the skills and competences of learners in the workplace and is aimed at practitioners who work directly with clients, disseminating information, and providing advice and guidance. Learners may or may not supervise and support other staff members.

The primary purpose of the qualification is to confirm occupational competence.

This qualification is a stand-alone qualification and does not form part of an Apprenticeship.

This qualification supports progression in a wide range of advice and guidance roles, including:

- > Connexions adviser
- > Business link adviser
- > Citizens Advice Bureau staff member
- > Advice provider within educational institutions
- > Counselling provider
- > Training and human resources personnel
- > Receptionist
- > Administrator

Who is this qualification for?

The BIIAB Level 3 NVQ Certificate in Advice and Guidance is designed for learners aged 16+.

BIIAB Qualifications Limited expects approved centres to recruit with integrity on the basis of a learner's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

Purpose Statement

What does the qualification cover?

This qualification covers the following:

Establish communication with clients for advice and guidance – The purpose of the unit is to enable the learner to establish communication with clients for advice and guidance.

Support clients to make use of the advice and guidance service – The purpose of the unit is to enable the learner to support clients to make use of the advice and guidance service.

- > **Review own contribution to the service** – The purpose of the unit is to enable the learner to be able to review their own contributions to the service.
- > **Understand the importance of legislation and procedures** – The purpose of the unit is to enable the learner to Understand the importance of legislation and procedures.
- > **Develop interactions with advice and guidance clients** – The purpose of the unit is to enable the learner to develop interactions with advice and guidance clients.
- > **Interact with clients using a range of media** – The purpose of this unit is to enable the learner to interact with clients using a range of media.
- > **Assist advice and guidance clients to decide on a course of action** – The purpose of the unit is to enable the learner to assist advice and guidance clients to decide on a course of action.
- > **Prepare clients through advice and guidance for the implementation of a course of action** – The purpose of this unit is to enable the learner to 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** – This unit provides the learner with the knowledge to assist clients through advice and guidance to review their achievement of a course of action.

Purpose Statement

- > **Negotiate on behalf of advice and guidance clients** – This unit provides the learner with the knowledge to negotiate on behalf of advice and guidance clients.
- > **Liaise with other services** – This unit provides the learner with the knowledge to be able to liaise with other services.
- > **Enable advice and guidance clients to access referral opportunities** – This unit provides the learner with the knowledge to enable advice and guidance clients to access referral opportunities.
- > **Manage personal case load** – The purpose of the unit is to enable the learner to be able to manage and prioritise their own case load.
- > **Evaluate and develop own contribution to the service** – The purpose of the unit is to enable the learner to evaluate and develop own contribution to the service.
- > **Operate within networks** – The purpose of the unit is to enable the learner to operate within networks.
- > **Provide and maintain information materials for use in the service** – This unit provides the learner with the knowledge to provide and maintain information materials for use in the service.
- > **Identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation** – This unit provides the learner with the knowledge to identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation.
- > **Promote Careers Education Guidance _CEG_** – This unit provides the learner with the knowledge to promote Careers Education Guidance _CEG_.
- > **Facilitate learning in groups** – This unit provides the learner with the knowledge to be able to facilitate learning in groups.

Assessment

The Level 3 NVQ Certificate in Advice and Guidance has learning outcomes and assessment criteria for each unit. Learners are to compile a portfolio which evidences the knowledge, skills and understanding that has been developed and

Purpose Statement

assessed. This provides the centre with the flexibility to deliver and assess based on their learners, and the equipment and resources available.

Evidence from Workplace Performance

- > Evidence of occupational competence of all competence units at any level, should be generated and collected through performance under workplace conditions. This includes the knowledge-based learning outcomes and assessment criteria of the competence units.
- > These conditions would be those typical to the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works.

Simulation

- > Evidence may be produced through simulation solely in exceptional circumstances. The exceptional circumstances, under which simulation is possible, are those situations that are not naturally or readily occurring, such as response to emergencies.
- > Simulation must be undertaken in a 'realistic working environment' (RWE). A RWE is "an environment which replicates the key characteristics in which the skill to be assessed is normally employed". The RWE must provide conditions the same as the normal day-to-day working environment, with a similar range of demands, pressures and requirements for cost-effective working. Guidelines for using RWE can be found in Appendix A of the full Skills CFA assessment strategy.

Employer Direct Model

Where employers opt for an 'employer direct' model, the qualification requirements for assessors and internal verifiers may be waived. The employer direct' model is where colleagues, supervisors and/or managers in the workplace are involved in the assessment process.

Under this model, the employer, with the agreement of BIIAB may choose between:

- > achieving the appropriate approved qualifications for assessment/
- > verification

OR



Purpose Statement

- > demonstrating that their (the employer's) training and development activity undertaken to prepare, validate and review these assessment roles, maps 100% to the National Occupational Standards which these qualifications are based on. The mapping process must be agreed by BIIAB as providing the equivalent level of rigour and robustness as achievement of the approved assessment/verification qualification.

Each application to use the employer direct model will be considered by BIIAB on an individual organisation and qualification basis. Prospective organisations must be able to confirm that their in-house practices conform to the requirements of the standards.

What could this qualification lead to?

This qualification is designed to equip learners with the knowledge and skills to work effectively in an advice and guidance role. It also will allow for a number of progression routes into higher level qualifications, to employment or into other areas of learning.

Achievement of the BIIAB Level 3 NVQ Certificate in Advice and Guidance qualification offers opportunities for progression, including:

- > BIIAB Level 4 NVQ Diploma in Advice and Guidance
- > Career progression

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Further Information

Further information on the qualification can be found on the BIIAB Qualifications Limited website www.biiab.co.uk.