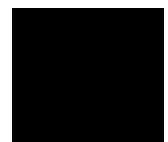


Qualifications in Information, Advice and Guidance

A factsheet on qualifications in Information, Advice and Guidance
compiled by New Pathways Tyne and Wear



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National Vocational Qualifications (NVQs) in Information, Advice and Guidance

National Vocational Qualifications (NVQs) in Advice and Guidance are specifically designed for staff and practitioners, paid or unpaid, who provide advice, guidance and advocacy services. They cover work in a variety of settings. Assessment of the NVQ can take place in your own workplace and is based on real work activities. You don't need other qualifications to become a candidate.

There are three qualifications available:

Level 2 NVQ in Advice and Guidance

The level 2 qualification is aimed at workers who are in administrative or customer service functions, but who are aiming to become practitioners. Collaboration with others, perhaps through membership of a work group or team, may often be a requirement.

You are assessed in six areas, three of which are mandatory:

- Establish contact with clients
- Review own contribution to the service
- Supply information materials to clients

There are also four further areas from which you select three:

- Enable clients to gain access to the service
- Identify the requirements of clients
- Assist clients to gain access to other services
- Maintain information materials for use in the service

Level 3 NVQ in Advice and Guidance

The level 3 qualification is primarily aimed at practitioners who work directly with clients, disseminating information, advice and some level of guidance. You will be working with information that is often interpreted by others, and working within clear guidelines.

You are assessed in eight areas, four of which are mandatory:

- Enable clients to gain access to the service
- Identify the requirements of clients

- Provide information to clients
- Evaluate and develop own contribution to the service

There are a wide range of other areas from which you select four, for example:

- Advocate on behalf of clients
- Assist clients to plan the implementation of a course of action
- Implement referral procedures for clients
- Negotiate on behalf of clients
- Identify individual learning needs
- Assist clients to review their achievement of a course of action
- Interact with clients using telecommunications

Level 4 NVQ in Advice and Guidance

The level 4 qualification is aimed at experienced practitioners, particularly in guidance. You might also have some management and training responsibilities. In addition, you could be creators of information, advice and guidance, either being disseminated by yourself as a practitioner or through your organisation in the form of publications.

You are assessed in ten areas, four of which are mandatory:

- Develop interactions with clients
- Assist clients to decide on a course of action
- Manage personal case load
- Evaluate and develop own contribution to the service

There are a wide range of other areas from which you select six, for example:

- Prepare to represent clients in formal proceedings
- Present cases in formal proceedings
- Liaise with other services
- Provide support for other practitioners
- Operate within networks
- Undertake research for the service and its clients
- Design information materials for use in the service
- Determine the methods for disseminating information materials
- Propose projects for the service

Entry requirements and assessment

You don't need formal qualifications to do these NVQs, but you must currently be working with people using advice and guidance services. Your assessment centre, which may be your employer, college or training provider, will provide you with an assessor who will help you organise a portfolio of evidence. This will include observations of your work with people using the services, testimony from other people, work records and questions.

Local Assessment Centres

1) Bishop Auckland College

Qualifications offered

NVQ Levels 2, 3 & 4 in Advice and Guidance

About the courses

Level 2: The tutor will help select the units appropriate to you in your job role. To complete the course, 3 mandatory and 3 optional units are required.

Level 3: Your tutor will help you select the units appropriate to you and give advice on the relevance of accreditation of prior learning or current competence. To complete the course, 4 mandatory and 4 optional units are required.

Level 4: The course will be offered as a workshop. To achieve NVQ Level 4 Advice and Guidance, 4 mandatory and 6 optional units are required.

Assessment

You will be observed through direct observation and your completed portfolio.

Attendance

Level 2: One afternoon per week for 20 weeks (plus tutorials)

Level 3: One afternoon per week for 30 weeks (including tutorials)

Level 4: One afternoon per week for 30 weeks (including tutorials)

Progression

Level 2: Upon completion of Level 2 you may progress to Level 3 Advice and Guidance if you are in a position to provide one to one interviews with clients.

Level 3: Upon completion, you will be eligible to progress to NVQ Level 4.

Level 4: This qualification may allow you to progress onto another Higher Education course, for example, Degree or Diploma.

Course Entry

Level 2: There are no formal entry requirements, however you should be working (paid or unpaid) in an advice and guidance capacity with individuals.

Level 3: There are no formal entry requirements, however you should be working (paid or unpaid) as a guidance practitioner with individual clients.

Level 4: You will be required to have completed NVQ Level 3 Advice and Guidance and be working (paid or unpaid) as a Guidance practitioner with clients.

Fees

Fees stated include all tuition, registration and certification fees.

Level 2: £315.00

Level 3: £480.00

Level 4: £420.00

Course contact

This course requires an interview, so please complete an Application Form, available from Client Services Help Desk on 01388 443030.

2) Hartlepool College of Further Education

Qualifications offered

NVQ Levels 2, 3 & 4 in Advice and Guidance

About the courses

Level 2: This programme is suitable for anyone who gives advice as part of a wider role function and who wishes to gain a professionally accredited qualification.

Level 3: This programme is suitable for anyone who has a main job role in advice and guidance or gives advice as part of a wider role function, such as housing, advice workers, learning mentors, learning and development tutors, information officers, and community advice workers.

Level 4: The purpose of this programme is to develop the work-based practice of the practitioner. Practitioners in any area managing a personal caseload which requires the giving of advice and guidance would benefit from this award. Candidates' occupational areas can include social care, community support, career planning, and life skills training. The qualification is suitable for Union Learning Representatives, Learning Mentors or Teachers wishing to develop their knowledge and skill base.

Course content

In addition to the mandatory and optional units included in Levels 2—4, the following workshops are also provided.

Level 2

Essential knowledge and understanding workshops:

EK1—Ethical practices and procedures in the workplace

EK2—Introduction to the person-centred approach

EK3—Providing information to clients

EK4—Presenting a personal evaluative commentary

Level 3

Essential knowledge and understanding workshops:

EK1—The context of information and advice—Practices and procedures in the workplace

EK2—Introduction to the person-centred approach and ethical constraints in multi-task roles

EK3—Providing information to clients

EK4—Building and using case studies

Level 4

Essential knowledge and understanding lectures and seminars (4 days)

EKU 1—Policy in relation to advice and guidance

EKU 2—Interactive processes

EKU 3—Research Practice

EKU 4—Management of self, role and responsibilities to support the work of the service

Support Offered

- Group tutorials
- A programme website - provides support through referencing appropriate evidence and providing a means of regular communication with tutors.
- Regular portfolio workshops.

Assessment

Level 2

Assessment is ongoing and will take place at the candidate's own work setting. Assessment for Levels 2 and 3 includes examination of work products, oral testing, written reports and case studies. Level 4 assessment will include critical analysis of a candidate's personal case notes, to reflect the diversity of clients group and advice giving, and also evidencing work based records including the candidate's own personal development plan.

Attendance

All the programmes offered follow a flexible delivery pattern but the candidate must have attained 90% attendance for accreditation to be gained. Regular workshops are held throughout the year for Levels 2 and 3 and candidates must attend the induction and each of these workshops. Level 4 candidates must attend their induction, each of the lectures and seminars and the group tutorials. Portfolio support is provided continuously either by attending the workshops or by the programme website.

Progression

Level 2: Progression is possible to NVQ Level 3 in Advice and Guidance or a related qualification, such as basic counselling.

Level 3: Progression from this award is possible to NVQ Level 4 in Advice and Guidance or to a related qualification, such as the counselling certificate. In order to further develop, candidates may be interested as Basic Skills Tutors or other supportive roles.

Level 4: Progression is possible to further qualifications which support the development of the practitioner in his/her role, for example, Management at Levels 4 or 5, Diploma in Management Studies, Personal Adviser Diploma. The qualification forms a good basis of evidence to support the candidate's application for degree level study.

Course Entry

All Levels: There are no formal entry requirements. Entry is dependent on the candidate's ability to gather evidence. Candidates must have the support of their employer or Trade Union to enable assessment to be undertaken in the workplace. Entry is by interview.

Level 4: Candidates should be able to demonstrate their ability to prepare case notes, reports and written accounts, together with a reflective account based on their own personal learning experiences. It is required that candidates nominate a mentor to help guide their professional development. This person does not need to hold a supervisory qualification but should be in a position to support a candidate's development at Level 4. To arrange an interview, please contact Hartlepool College of Further Education Business Development Centre Office Manager (Tel 01429 29288 ext. 360).

Fees

Level 2: £360

Levels 3 & 4: These courses were originally part of a self-funding project through Tees Valley LSC, but will now be taught as a main College course. Contact the College for up-to-date information on course fees.

Course Contact

Jackie Donley, Room G32A Department of Corporate Services, Hartlepool College of Further Education, Stockton Street, Hartlepool, TS24 7NT (Tel: 01429 295111 ext 214. Email: jdonley@hartlepoolfe.ac.uk).

3) The Open University

Qualifications offered

NVQ Levels 2, 3 & 4 in Advice and Guidance (online programmes)

Course content

The online programme is split into 10 modules and is based around presenting work which shows what you can do and what you know. Normally these are presented using a word processor along with relevant documentation, but you can present the same evidence using photographs, video and audio recordings or you can create an itinerary for the NVQ advisor to check your work on site.

Modules 1 to 3—Registration and induction

Once you have returned the registration form and fee, you will receive your NVQ standards and the FirstClass software and instructions on how to join the online conference. You can then contact your programme advisor to agree a personal assessment action plan identifying what modules you need to undertake.

Complete modules 4 to 9

The FirstClass modules are designed to help you present work-based evidence in the right format for assessment. As you send in work for assessment and feedback, your action plan is continuously updated. Usual practice is for the advisor or assessor to return work with their assessment decision and feedback. A new assessment plan with a new set of targets and a date for completion is then agreed. This process is repeated in modules 4 through to 9 until you successfully complete the NVQ.

Module 9 involves the Open University assessor observing you online. At the end of the session, your assessor will discuss what you need to do to complete the NVQ and will make sure that everything is ready for the final presentation.

Module 10—Final Presentation and Quality Assurance

Your completed portfolio will then pass through a two-stage quality assurance process, called internal and external verification. Once it has passed through these stages your programme advisor will request certification and you will receive your award.

Each of the NVQ units you achieve is a mini-qualification in its own right. This means that if you need to terminate your programme early, you may be able to submit completed units for unit certification.

Support offered

- Group induction and three portfolio workshops.

Your programme advisor will provide feedback as each module is completed. You can also email and resolve any problems you are having and check the conference area to see if there are any new messages which might help.

Fees

You or your sponsor can arrange to be charged a single fee covering the whole programme of payment can be made in 5 instalments.

	Level 2	Level 3	Level 4
Modules 1-4: Registration/Induction	495	590	620
Modules 5, 6 and 7	130 x 3	145 x 3	155 x 3
Modules 8-10 and final presentation	210	225	235
Total	£1095	£1250	£1320

Note: Following induction, travel expenses in addition to the above fees are charged for on-site visits by the NVQ advisor and assessor.

Course contact

Dr Andrew Mills, S/NVQ Assessment Service, Room 123 South West Building, Walton Hall, Milton Keynes, MK7 6AA, Tel: 01908 653774, Email: NVQ-OUAS@open.ac.uk.

4) Tyne and Wear NVQ Assessment Centre

Qualifications offered

Advice and Guidance Levels 2 3 4; Assessor and Verifier Awards

Course Content

Structured, pre-planned programme of input days, held once a month.

Level 2 (10 months)

Level 3 (12 months)

Level 4 (14 months)

The Programme

Induction

Workshop days to allow learners to work with their assessor on a one-to-one basis, network with other learners and have time away from their work base to focus on the qualification.

Theory Days delivered by an external consultant or centre staff on a range of topics to enhance knowledge and encourage development, for example:

- Information giving and receiving
- Interviewing Skills (Peter Beven: Senior Lecturer Northumbria University)
- Action Planning*
- Referral*
- Theories and Models of Guidance (Peter Beven)
- Case load management
- Networking and Negotiating*
- Delivering group work* * Optional depending on learner need

Throughout the programme assessors will visit learners at their work base to carry out assessment via observation.

Support

- One-to-one support of a fully qualified Assessor/Advice and Guidance professional. This support will be provided by the same assessor throughout the programme.
- During workshops and theory days Learners will meet in groups of 12, (6 per assessor) to ensure maximum support, from both assessors and peers.
- Feedback is provided to employers on learner progress
- Access to IT equipment is available at all workshops
- Assessors can be accessed during the working week via internet and mobile phone.

Assessment

- Observation in the work place of learner interaction with the clients
- Presentation of other relevant evidence by the learner to the assessor via a variety of methods chosen to meet the individual circumstances of the learner .e.g. case notes, case studies and witness testimony.
- Evidence can be presented via professional discussion (audio tape) or in written form.

Requirements

There are no set qualification requirements needed to study for an NVQ; work within a relevant occupational area is the prerequisite.

The prospective learner must be in a post that is relevant to the level of NVQ being considered or their employer must be willing to expand their current role to enable the learner to gather the required evidence for a more advanced level.

Centre staff will work with employers and prospective learners to assist them in choosing the most appropriate level of qualification to meet their needs.

Attendance

Attendance at monthly workshops is a requirement. The commitment of the assessor, the employer and the learner is a vital ingredient for the successful completion of the NVQ and all three will be required to sign a commitment statement before the start of the NVQ.

Fees

Level 2: £1200.00

Level 3: £1600.00

Level 4: £1995.00

Contact Details

For further details please contact:

Gill Naylor, NVQ Centre Manager

0191 443 4208

0781 020 3743

g.naylor@connexions-tw.co.uk

Other qualifications in Information, Advice and Guidance

Open College Network (OCN) Approved Distance Learning Course— Introduction to Information, Advice and Guidance (Level 2)

A distance learning pack has been put together, which aims to provide a flexible approach to learning and development for people working in any field and whose role includes the delivery of IAG.

About the course

The course will be useful to you if:

1. You are seeking to acquire or accredit the skills and knowledge to deliver Information, Advice and Guidance.
2. You wish to progress onto the NVQ 3 qualification, as it provides a good basic understanding of the issues and skills that make a competent adviser.
3. You wish to achieve a stand alone qualification but provide information and advice on a very limited basis as part of a wider role.

The aims of the programme are to:

- Introduce learners to the skills and knowledge required for delivering information, advice and guidance for Learning and Work.
- To improve understanding of the process of giving Information, Advice and Guidance.
- To develop competency and consistency in the delivery of Information, Advice and Guidance.

To allow learners to work at their own pace and in a way that is convenient to them and their organisation.

Course content

There are 3 units:

- Unit One Introduction and Skills Unit (1 credit)
- Unit Two Information and Referral Unit (1 credit)
- Unit Three Ethics and Evaluation (1 credit)

Each unit contains two topics. Each topic in turn has explanatory notes and exercises to be completed. The units can be completed separately and sent for assessment or they can be completed as a whole course and all three sent together for assessment.

Each unit is separated on the disc and can be printed off from the disc separately to fill in by hand. Alternatively it can be saved to computer as a word document, to be completed on the computer.

Assessment

Learners can work through the downloaded units as part of their own development or they can be accredited by NEOCN if registered for assessment—for which there will be costs.

Contact

The course will be available on CD-ROM from end October/November 2004. Details are available from Sue Reeve, Delivery Network Co-ordinator, New Pathways, Tel 0191 245 3467 or email s.reeve@connexions-tw.co.uk.

White Rose Training Ltd, Hertfordshire

Qualifications offered

National Open College Network (NOCN) qualifications:

- NOCN Level One in Information, Advice and Guidance Awareness
- NOCN Intermediate Award in Developing Information, Advice and Guidance Skills
- NOCN Advanced Certificate in IAG
- Progression to NVQ Level 3 or 4

About the courses

Level One: This course is suitable for anyone starting in Information, Advice and Guidance roles, either in the paid or voluntary sector, or whose role may involve general signposting activities, eg Reception Staff, Learning Champions, Learning Ambassadors.

The minimum age for access to the qualification is 16.

Intermediate Award (Level 2): This programme is aimed at anyone delivering Information and Advice who is seeking recognition for what they do. This includes workers who have an interest in IAG but it is not their primary role, for example, reception staff, Learner Support workers, tutors, and outreach workers. The qualification aims to lead to a career in IAG and help to establish good practice and build confidence.

Advanced Certificate: This course is suitable for workers with responsibility for delivering information, advice and guidance in a range of contexts, such as IAG Partnership Advisers, Volunteer Advisers, Learndirect centre staff, tutors, outreach workers, reception staff, Learner Support workers, Union Learning Reps, and Community Learning Advisers. The aims of this qualification are to lead to a career in advice and guidance/higher education and to provide the underpinning knowledge for the NVQ 3 in Advice and Guidance in a working environment.

OCR Progression to NVQ Level 3 or 4: This programme is aimed at practitioners who have achieved Advanced Certificate from White Rose Training and would like to consolidate or extend their skills

Course content

Level One: The NOCN Level One Award in Information, Advice and Guidance Awareness is composed of two mandatory units. To achieve the qualification, the learner must successfully complete the mandatory units plus the external assessment, which comprises two written tasks.

The mandatory units are:

- Introduction to underpinning principles of Information, Advice and Guidance
- Introduction to skills in delivering information, advice and guidance

Intermediate: This Level 2 qualification consists of five unit credits—three compulsory units and two optional unit credits from a choice of three units.

Compulsory Units:

- Information, Advice and Guidance in Practice
- Interaction Skills for Information, Advice and Guidance
- Case study

Option Units:

- Networking and Referral
- Managing Information
- Information, Advice and Guidance in context

Advanced: This award is composed of 5 mandatory units and 3 optional units.

The mandatory units are:

- Information, Advice and Guidance: Principles and Practice
- Developing Practice for Information, Advice and Guidance Interactions
- Contextualising Information, Advice and Guidance
- Referral in practice
- Ethical issues in Information, Advice and Guidance

Optional units:

- Providing information to clients
- Operating within Networks to support Information, Advice and Guidance
- Working within Information, Advice and Guidance Standards frameworks

OCR Progression to NVQ Level 3 or 4

The content for this course is as follows:

- Eight units for Level 3
- Ten units for Level 4

Six days of facilitated workshops:

- Introduction to NVQs
- Underpinning knowledge and themed questions
- Reflective account record
- Interview skills
- Case study
- Evidence and portfolio construction

One day of workplace observation.

Progression

Level One: This award enables progression to:

- NOCN Intermediate Award or Advanced Certificate in Information, Advice and Guidance
- NVQ Level 2 in Advice and Guidance
- Other appropriate Level Two provision

Intermediate This award enable progression to:

- NOCN Advanced Certificate in Information, Advice and Guidance
- NVQ Level 2 or 3 in Advice and Guidance
- Other appropriate Level Three provision

Advanced: This award enables progression to :

- NVQ Level 3 in Advice and Guidance
- Other appropriate qualifications at Levels Three or Four in the areas of advice and guidance

Duration

Level One: Two and a half days

Intermediate Award: Six days

Advanced: Eight days

NVQ Progression: Six days

Fees

Level One in IAG Awareness

Training costs are £950 divided between the size of the group and added to the individual candidate costs. There are two mandatory units.

	Training costs per candidate for group of:				
	6 or more	8 or more	10 or more	12 or more	15 or more
Training costs	£160.00	£120.00	£95.00	£80.00	£65.00
Individual candidate costs	£200.00	£200.00	£200.00	£200.00	£200.00
Total cost per candidate	£360.00	£320.00	£295.00	£280.00	£265.00

Intermediate Award in Developing IAG Skills

Training costs are £2,250 divided between the size of the group and added to the individual candidate costs. This allows a choice of optional units.

	Training costs per candidate for group of:				
	6 or more	8 or more	10 or more	12 or more	15 or more
Training costs	£375.00	£282.00	£225.00	£188.00	£150.00
Individual candidate costs	£475.00	£475.00	£475.00	£475.00	£475.00
Total cost per candidate	£850.00	£757.00	£700.00	£663.00	£625.00

Advanced Certificate in IAG

Training costs are £3,000 divided between the size of the group and added to the individual candidate costs. This allows candidates to choose two out of three optional units.

	Training costs per candidate for group of:				
	6 or more	8 or more	10 or more	12 or more	15 or more
Training costs	£500.00	£375.00	£300.00	£250.00	£200.00
Individual candidate costs	£799.00	£799.00	£799.00	£799.00	£799.00
Total cost per candidate	£1,299.00	£1,174.00	£1,099.00	£1,049.00	£999.00

OCR Progression to NVQ Level 3 or 4

Cost is £1,460 per candidate (group size of 15), inclusive of materials. The group can be a mix of Level 3 and 4.

Note: Prices for all training include materials, regulation and certificate costs. They do not include overnight accommodation if required or travel expenses.

Single units can also be delivered from any level of the NOCN programmes. Contact White Rose Training for more details.

Course contact

White Rose Training Ltd, 2 Wengeo Lane, Ware, Hertfordshire, SG12 0EG. Tel/Fax: 01920 466552, Email: admin@whiterosetraining.co.uk.



If you would like a copy of 'Qualifications in Information, Advice and Guidance' in large print, or in another language or format, please contact Lindsay Johnson, Tel 0191 245 3470 or email l.johnson@connexions-tw.co.uk