



Level 4 Advice and Guidance

Our qualification will provide you with the tools that you need to deliver information, advice and guidance to the clients and customers that make up your workload. The qualification is suitable for a range of roles, from careers advisors, youth workers, support workers and citizens advice, to case workers, housing officers, police support or debt advisors.

Benefits for the learner

- Learn relevant legislation linked to your everyday role
- No workshops so no day release needed from your employer
- Strong focus on a client centered approach
- Achieve a nationally recognised qualification
- Access to a wealth of resources through Moodle - our online learning platform

Benefits for the employer

- Demonstrate that you have suitable staff and an effective system of internal quality assurance
- Raise standards across your sector
- Optional units to tailor the qualification to your business needs
- Promote a culture of learning and development



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We invest in people Platinum



Essential Skills

Welsh Government is committed to raising the levels of Essential Skills across Wales. Communication, Digital Literacy and Application of Number qualifications are an integral element to the funded apprenticeship frameworks.

These are usually delivered through workshops at one of our centres and will be planned well in advance. If you have completed Essential Skills previously or are able to provide suitable evidence, such as GCSE certificates or similar, you may be exempt from completing this element of the qualification.

Essential Skills	
Learners will need to complete:	
Application of Number	Level 2
Digital Literacy	Level 2
Communication	Level 3

Qualification Overview

To achieve the Level 4 Advice and Guidance qualification, you must complete:

- Two hour induction
- Mandatory units (17 credits)
- Optional units (20 credits)
- 37 credits in total – minimum of which 19 must be from Level 4
- Monthly tutor visits are required and extra visits or support can be provided if needed
- Tutor sessions may last up to two hours as the assessment tasks are supervised, and time must be allowed for them to be fully completed
- The qualification will take 15 months to complete

Mandatory Units

Unit Title	Credit Value
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

Optional Units

Unit Title	Credit Value
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

Progression

On completion, you could progress to:

- Specialist roles in counselling, advocacy and mediation
- Level 4 Leadership and Management if you are in a suitable role