

Section C: Advice & Guidance

GMOCN Introduction to Guidance

Qualification

1 x Open College Level 2 Unit

Awarding Body

Open College Network

Programme Overview

This course will offer candidates the opportunity to develop skills to conduct an effective one-to-one interaction with clients. The programme will promote the provision of competent one-to-one interactions with a range of clients covering communication skills, referral to other agencies and the provision and maintenance of information.

Programme Structure

The programme will be delivered through 5 sessions, each 2 hours long. These sessions can be delivered in a flexible manner e.g. a full day, then half a day or via a number of twilight sessions.

Candidates will be expected to work on building a portfolio of evidence after the first workshop. They will be provided with a workbook containing exercises and activities to help them structure their learning in the workplace.

Workshops are designed to help candidates to build a portfolio of evidence ready for assessment. The qualification will take 30 hours to complete.

Target Group

This qualification is for candidates working within an advice and/or guidance organisation. On completion of this qualification, candidates could progress on to the NVQ Level 2 Advice & Guidance Support or Level 3 Advice & Guidance.

Entry Requirements

Individuals should have some experience of interviewing, mentoring or supporting clients. If they do not have this experience, they should have the potential to obtain this. This programme is ideally suited for candidates from the voluntary and community sector.

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Section C: Advice & Guidance

NVQ Level 2 Advice & Guidance Support

Qualification
Level 2

Awarding Body
OCR

Programme Overview

In August 2006, new standards for this award were launched. This qualification is for individuals who work in administrative and customer service functions within an advice and/or guidance organisation and who are aiming to become practitioners in this area.

Programme Structure

To achieve the full award, candidates must complete six units, including three mandatory and three optional units (from a choice of eight) with candidates choosing the options that best suit their work situation and job role.

By the end of the course candidates will be able to support clients to make use of the advice and guidance service; interact with clients using a range of media; and develop their own personal performance through delivering customer service. Optional units include an opportunity to develop competence to enable clients to access referral opportunities, provide and maintain information resources, as well as cover units taken from Customer Service and Health & Social Care NVQs around topics like health and safety, team working and administration. The programme will take up to 6 months to complete.

Target Group

A candidate's work situation must provide the opportunity to be involved in a range of activities including establishing contact with clients, identifying client requirements and supplying and maintaining information materials for clients.

Entry Requirements

This qualification is suitable for candidates:

- Who have particular customer service and administrative job roles;
- Who are working in designated advice and/or guidance organisations;
- Whose role it is to provide services to customers and support to practitioners.

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Section C: Advice & Guidance

NVQ Level 3 Advice & Guidance

Qualification
Level 3

Awarding Body
OCR

Programme Overview

In August 2006, new standards for this award were launched. By the end of a programme, candidates will be able to establish communication with clients, support them to make use of the service and review their own contribution to the service.

Programme Structure

As part of the programme, candidates will also choose optional units that suit their work situation and job role. To achieve a full award a candidate must complete six units, including three mandatory and three optional units. It will usually take 9 months to complete a Level 3 qualification.

Target Group

This qualification is intended for individuals who are practitioners within advice and/or guidance organisations. It is primarily concerned with practitioners who work directly with clients, disseminating information, providing advice and some elements of guidance. Individuals will be working with information that is often interpreted by others and working within some clear guidelines.

On completion of the Level 3, candidates can progress on to the NVQ Level 4 in Advice & Guidance. The NVQ Level 4 Learning, Development & Support Services may also be a progression route from this qualification.

Entry Requirements

This NVQ is suitable for candidates:

- Whose work includes clear guidelines in the practice of advice and guidance;
- Who are working in designated advice and/or guidance organisations;
- Whose role it is to provide information that is often interpreted by others;
- Who have day-to-day contact with clients.

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Section C: Advice & Guidance

NVQ Level 4 Advice & Guidance

Qualification
Level 4

Awarding Body
OCR

Programme Overview

In August 2006, new standards for this award were launched. This NVQ is aimed at those people who work on a sustained one-to-one basis with clients, contracting with them, using models and theories of choice and decision-making to explore options and to challenge their thinking to extend the choices available to them.

Programme Structure

This programme is accredited by OCR and is nationally recognised as a professional qualification for guidance practitioners. The course will usually include workshops where candidates will explore the underpinning theory and develop their knowledge and skills in advice and guidance.

To achieve the NVQ Level 4, a candidate must complete four mandatory and four optional units with individual tutorials and evidence generation sessions/professional discussion being included as part of the programme. Individuals will be assessed by observation, questioning and through analysis of case studies. Candidates will also be expected to show an assessor examples of products of their work. It is anticipated that candidates will complete this qualification within 12 months.

Target Group

At Level 4, candidates must have responsibility for managing a personal caseload and operate within networks. Candidates will also have autonomy to make many decisions without supervision and may have some management responsibility.

Entry Requirements

This Level 4 qualification is suitable for candidates:

- Whose advice and guidance work requires adherence to legislation and ethical practice;
- Who are working in designated advice and/or guidance organisations;
- Whose role it is to provide in-depth advice and/or guidance.

NB: There is now an optional specialist Careers Education & Guidance cluster of units within this qualification.

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