



Level 3 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. This qualification is ideal for new starters providing advice and guidance in their current role or beginning their journey. The course is suitable for learners wishing to develop their skills in a variety of roles such as Customer Liaison Officer, Employment Liaison Officer, Family Support Officer, Employer Engagement Officer, Job/Employability Coach, Project/Support Worker/Officer, Tutor.

Benefits for the learner

- Gain invaluable skills and knowledge to help them manage their case load
- Learn key reflection theories such as Gibbs Model of Reflection
- Learn relevant legislation linked to your everyday role
- Strong focus on a client centred approach service
- Achieve a nationally recognised qualification
- Access to a wealth of resources through Moodle - our online learning platform

Benefits for the employer

- Encourage staff to take control of situations and deliver a high quality service that is accessible for customers or clients
- Raise standards across your sector
- Optional units to tailor the qualification to your business needs
- Promote a culture of learning and development



INVESTORS IN PEOPLE™
We invest in people Platinum

Agored
Cymru

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 1
Communication	Level 2

Qualification Overview

To achieve the Level 3 Information Advice and Guidance (IAG) qualification, you must complete:

- A two hour induction
- Mandatory units (20 credits)
- Optional units (18 credits) at least 3 credits to be achieved at Level 3
- 38 credits in total

Also note:

- 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
- Learners are encouraged to set aside approximately 2 hours per week of personal time to work towards the completion of their qualification

Mandatory Units

Unit Title	Credit Value
IAG: Manage personal case load	3
Manage own professional development within an organisation	4
Support clients to make use of the advice and guidance service	3
Professional practice and legislative requirements for advice, guidance and employment related services in Wales	6
IAG: Establish communication with clients	4

Optional Units - Group B

Unit Title	Credit Value
Plan, allocate and monitor work in own area of responsibility	5
IAG: Assist and prepare clients	5
IAG: Provide and maintain information for the service	3
Design materials for information, advice and guidance and employment related services in Wales	4
Understand how to support specific client groups to overcome barriers to learning, training and work	3
Review own contribution to the service	3
IAG: Assist clients to review a course of action	3
IAG: Liaise with other services on behalf of clients	3
Enable advice and guidance clients to access referral opportunities	3
IAG: Organisational culture, values and behaviour	4
IAG: Networking	3

Optional Units - Group C (will not contribute to qualification credits)

Unit Title	Credit Value
Employment rights and responsibilities	3

Progression

On completion, you could progress to:

- Level 4 Advice and Guidance
- Level 4 Project Management
- Level 4 Leadership and Management if you are in a suitable role