

Advice and Guidance

Level 3 Certificate



“My Union Learning Representatives have gained a nationally recognised qualification that has increased their confidence and has given them the recognition they were missing”

John Halligan, TUC Learning North West

Your staff will be transformed into brand champions of your business - understanding the key values, products, services and procedures

Factfile

Aimed at:

Front line staff providing advice and guidance services to clients

Length of Level 3 Qualification:

12 - 18 months

Location:

Greater Manchester, Warrington, Merseyside

Funding:

Usually part or fully Government funded

Employer commitment:

Study time/access for training and development

For enrolment:

Freephone: 0800 389 5283

Email: apprenticeships@mantralearning.co.uk

The programme

The Advice and Guidance Level 3 Certificate is suitable for people working directly with clients in organisations providing an advice and guidance services. It will ensure your staff develop effective communication skills and have a thorough understanding of your business in order to provide a professional service.

This qualification is based on the advice and guidance National Occupational Standards as defined by Lifelong Learning UK.

Employer benefits

- 74 % of employers state that customer service has improved following Mantra training
- 88 % of employers state that staff motivation and retention have improved as a result of the course
- 75 % of employers state that our training has greatly improved internal promotions
- Access to a fully funded Health and Safety audit worth over £300, and a Business Improvement Needs Analysis (BINA)

Outcomes

The programme ensures you have advisory staff who understand the potential of their role, your company's working practices and improved inter-personal skills. Possible career routes include progression to the role of client services manager, training manager or counsellor.

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“87% Success Rate”

Programme delivery

All Mantra Learning Training Advisors are industry professionals who are specialists in the area in which they teach and are members of the Institute for Learning.

Programme design

To achieve the Level 3 NVQ Certificate in Advice and Guidance (QCF) learners must achieve a total of 21 credits made up as follows:

- Four mandatory units totalling 12 credits, with 9 credits at Level 3
- Three optional units totalling 9 credits, with 3 credits at Level 3

Mandatory units

All units must be taken totalling 12 credits, with 9 credits at Level 3	Credit	Level
Establish communication with clients for advice and guidance	3	3
Support clients to make use of the advice and guidance service	3	2
Review own contribution to the service	3	3
Understand the importance of legislation and procedures	3	3

Optional units

Three optional units totalling 9 credits, with 3 credits at Level 3	Credit	Level
Develop interactions with advice and guidance clients	4	3
Interact with clients using a range of media	3	2
Assist advice and guidance clients to decide on a course of action	3	4
Prepare clients through advice and guidance for the implementation of a course of action	3	4
Assist clients through advice and guidance to review their achievement of a course of action	3	4
Negotiate on behalf of advice and guidance clients	5	5
Liaise with other services	3	3
Enable advice and guidance clients to access referral opportunities	3	3
Manage personal case load	4	4
Evaluate and develop own contribution to the service	3	4
Operate within networks	3	4
Provide and maintain information materials for use in the service	3	4
Identify and promote the contribution of Careers Education Guidance (CEG) within the organisation	4	5
Promote Careers Education Guidance (CEG)	3	3
Facilitate learning in groups	3	4

Assessment

The Mantra Learning Advisor will use a range of assessment methods including observation, question and answer, video, professional discussion and written reports. Their visits usually take place once a month with progress assessed and reviewed every three months or sooner if necessary. We also arrange an Employer Review every six months to measure the impact of the programme on your business.

Opportunities for further development

Learners can progress to:

- Advanced Apprenticeship or Level 3 in Management

**For further information and
to increase the value of your staff:
FREEPHONE**

0800 389 5283

www.mantralearning.co.uk



ENABLING PEOPLE TO TRANSFORM BUSINESS