



Learner Job Analysis

Diploma in Information Advice and Guidance Level 4

Company: _____

Learner Name: _____

Date: _____



Who is this qualification for?

This qualification has been developed to support those who are employed in the information, advice and guidance related service sectors.

Example of skills required for this level

Employees working with a range of clients and agencies, including but not limited to support agencies and other social support organisations. The framework will provide individuals with the skills they need to deliver high quality information, advice and/or guidance related services (dependent on role), help them develop in their role, and support progression into supervisory, management and/or higher professional roles.

Benefits for individuals:

- Learn new and develop existing skills
- Gain a nationally recognised and valued qualification
- Enhance personal confidence and effectiveness

Please attach an up-to-date Job Description to this form or write a summary of your main roles and responsibilities at work in box below:

Qualification Profile

To achieve the level 4 Information, Advice and Guidance Diploma (RQF), you will need to complete a minimum of 37 credits, 17 credits from the mandatory units and 19 credits from Optional units.

NVQ Mandatory Units for IAG level 4 are:

Unit Title	Level	Credit Value	Do you do this? (circle Yes or No)	
<p>Unit 003 - Develop interactions with advice and guidance with clients.</p> <p>This unit requires the learner to establish interactions that explore client's issues, maintain and then close these interactions.</p> <ul style="list-style-type: none"> Do you provide opportunities for clients to discuss issues? Do you encourage clients to engage and question where further detail is required? Do you agree next steps and further support, if needed? 	4	4 credits	Yes	No
<p>Unit 014 - Manage personal case load</p> <p>This unit requires the learner to maintain case notes, review and prioritise personal caseloads, and understand factors that affect caseloads.</p> <ul style="list-style-type: none"> Do you ensure all case notes are accurate, structured and all key information is recorded? Do you monitor the progress, identify any obstacles, exchange information and identify any improvements to cases? Do you prioritise, allocate resources and ensure all cases receive the appropriate attention required? 	4	4 credits	Yes	No
<p>Unit 016 - Evaluate and develop own contribution to the service</p> <p>This unit requires the learner to evaluate practice and identify own development objectives.</p> <ul style="list-style-type: none"> Do you seek guidance when client issues are beyond your own knowledge and experience? Do you evaluate your own practice and use this to prioritise and agree development objectives? Do you record and update personal development plans? 	4	3 credits	Yes	No
<p>Unit 018 - Operate within networks</p> <p>This unit requires the learner to identify and access, maintain membership of and exchange information within networks which could benefit their service.</p> <ul style="list-style-type: none"> Do you maintain personal contacts and identify potential problems within networks? Do you agree realistic timescales for the exchange of information? Do you analyse feedback from networks and use company systems to record all network interactions? 	4	3 credits	Yes	No
<p>Unit 030 - Understanding importance of legislation and procedures</p> <p>This unit requires the learner to understand legislation and codes of practice that impact on their role, the actual or potential effects of their own attitudes, beliefs, values and behaviours on work practice and why the effectiveness of methods may vary according to the situations and clients involved.</p> <ul style="list-style-type: none"> Do you understand how to deal with urgent situations? Do you record all contracts, interactions, agreements and provision of information with all clients? 	4	3 credits	Yes	No

Please read through each optional unit and identify the units you can do. Please ensure the correct combination is achieved. Minimum of 20 credits from optional group B. A minimum of 19 credits must be achieved through the completion of units at Level 4 or above, this includes 19 already pre-chosen from the mandatory units.

Group B Optional Units	RQF Level	RQF Credit	Do you do this? (circle Yes or No)	
002 Support clients to make use of the advice and guidance service	2	3	Yes	No
005 Assist advice and guidance clients to decide on a course of action	4	3	Yes	No
006 Prepare clients through advice and guidance for the implementation of a course of action.	4	3	Yes	No
007 Assist clients through advice and guidance to review their achievement of a course of action.	4	3	Yes	No
008 Advocate on behalf of advice and guidance clients	5	6	Yes	No
009 Prepare to represent advice and guidance clients in formal proceedings.	5	6	Yes	No
010 Present cases for advice and guidance clients in formal proceedings.	5	6	Yes	No
011 Negotiate on behalf of advice and guidance clients.	5	5	Yes	No
012 Liaise with other services.	3	3	Yes	No
013 Enable advice and guidance clients to access referral opportunities.	3	3	Yes	No
019 Undertake research for the service and its clients	4	5	Yes	No
020 Design information materials for use in the service	4	4	Yes	No
021 Provide and maintain information materials for use in the service	4	3	Yes	No
022 Identify and promote the contribution of Careers Education Guidance (CEG) within the organisation	5	4	Yes	No
024 Integrate Careers Education Guidance (CEG) within the curriculum	4	4	Yes	No
025 Promote Careers Education Guidance (CEG)	3	3	Yes	No
026 Negotiate and maintain service agreements	4	3	Yes	No
027 Facilitate learning in groups	4	3	Yes	No
028 Prepare and set up mediation	4	4	Yes	No
029 Stage and manage the mediation process	5	8	Yes	No
033 Enable learning through demonstrations and instructions	3	3	Yes	No
034 Provide support for other practitioners	4	5	Yes	No

Essential Skills Qualifications which forms part of your Apprenticeship

What are Essential skills?

These qualifications are fundamental to the **skills** agenda in **Wales**, **Essential Skills** qualifications enable learners to develop their knowledge on Application of Number, Communication and Digital Literacy. They are a mandatory element of your framework.

Why do we need to cover WEST initial assessment?

The WEST initial assessment gives an indication of the level of literacy, numeracy and digital literacy you are working towards and if any support will be required. Your initial assessment result could be from Entry 1 - Level 3. It is common to demonstrate skills at various levels within the same subject. The WEST initial assessments help us identify what support if any will be needed. If support is required, we can either cover this within small groups at our training Centre or on a one to one basis at your place of work.

How are Essential Skills qualifications delivered?

Communication and Application of Number ESQ qualifications consist of a scenario based controlled task and a short confirmatory test. Digital Literacy is a scenario based controlled task and a structured discussion.

Each qualification will be delivered over 2 full day sessions, totalling 6 full days over a period. The first session will be with our fully qualified and experienced tutors. This will be an opportunity for you to familiarise yourself with the structure of the qualification and refresh your skills. The second session will be the controlled task, then when you are ready, a short confirmatory test/structured of discussion.

What can be used as Recognised Prior Learning (RPL)?

If you have achieved Key skills or Essential Skills while completing another qualification e.g. GCSE Maths, GCSE English or O levels these qualifications can be used as recognition of prior learning as long as you have the correct grades relevant to the Apprenticeship you are enrolling onto. A member of Talk training staff can confirm this with you. You will be required to show certificate evidence of achieved grades for us to be able to use as Recognition of Prior Learning (RPL).

In the box below, please write why you feel this qualification is right for you.

Talk Training Representative comments including any training needs identified.

Employer commitment to Programme.

The Employer has agreed to support appointments/workshops and hold reviews with both the learner and assessor.

Learner signature:	
Print Name:	
Employer signature:	
Print Name:	
Talk training Representative signature:	
Print Name:	

Thank you for taking the time to complete this document and the information provided.