

# apprenticeship FRAMEWORK

## Information Advice and Guidance (Wales)

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

[afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR04084](http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR04084)

Issue date: 18 May 2017

Published by  
**Learning and Skills Improvement  
Service**

apprenticeship  
**FRAMEWORKS ONLINE**  
[www.afo.sscalliance.org](http://www.afo.sscalliance.org)

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

These changes relate to the Essential Skills and Employer Rights and Responsibilities requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 14th October 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

## Alternatives for Essential Skill qualifications

**Foundation apprenticeships (Level 2):** Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics ; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above

**Apprenticeships (Level 3):** Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

## Employer Rights and Responsibilities (ERR)

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

## Additional Information

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

# Information Advice and Guidance (Wales)

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# Framework summary

## Information Advice and Guidance

## Information Advice and Guidance

### Pathways for this framework at level 3 include:

#### Pathway 1: Advice and Guidance

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 3 Diploma in Advice and Guidance in Wales

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

#### Pathway 2: Employment Related Services

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 3 Diploma in Employment Related Services

B2 - Level 3 Diploma in Employment Related Services in Wales

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

## Information Advice and Guidance

## Information Advice and Guidance

### Pathways for this framework at level 4 include:

#### Pathway 1: Advice and Guidance

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 4 Diploma in Advice and Guidance in Wales

B2 - Level 4 NVQ Diploma in Advice and Guidance

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

**Pathway 2: Employment Related Services**

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 4 Diploma in Employment Related Services in Wales

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

**Pathway 3: Career Information and Advice**

**Competence qualifications available to this pathway:**

N/A

**Knowledge qualifications available to this pathway:**

N/A

**Combined qualifications available to this pathway:**

B1 - Level 4 Diploma in Career Information and Advice

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

# Framework information

## Information on the Publishing Authority for this framework:

### Learning and Skills Improvement Service

The Apprenticeship sector for occupations in community learning and development, further education, higher education, teaching support, libraries, archives and information services, work-based learning and development (also includes records and information management services).

Issue number: 6	<b>This framework includes:</b>
Framework ID: FR04084	Level 3 Level 4
Date this framework is to be reviewed by: 28/02/2022	This framework is for use in: <b>Wales</b>

## Short description

This framework, including an Apprenticeship (level 3) and a Higher Apprenticeship (level 4) has been developed to support those who are employed in the information, advice and guidance related services sector in Wales. It is aimed at those 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.

# Contact information

## Proposer of this framework

Skills for Health has proposed and developed this framework with the full support and involvement of employers, Information Advice and Guidance practitioners and other key stakeholders that represent the interests of the Information Advice and Guidance workforce.

### Developer of this framework

Name: Skills for Health  
Organisation: Skills for Health  
Organisation type: Sector Skills Council  
Job title: Development Specialist  
Phone: 0114 261 1499  
Email: apprenticeship@sfjuk.com  
Postal address: Head Office,  
4th Floor,  
1 Temple Way,  
Bristol,  
BS2 0BY  
Website: www.sfjuk.com

### Issuing Authority's contact details

Issued by: Learning and Skills Improvement Service  
Issuer contact name: Skills for Justice  
Issuer phone: 0114 2611499  
Issuer email: lsisia@sfjuk.com



# Revising a framework

## Contact details

Who is making this revision: Nanette Lane  
Your organisation: Skills for Justice  
Your email address: apprenticeship@sfjuk.com

## Why this framework is being revised

This framework is being revised due to an error in the qualification number for the Diploma in Employment Related Services offered by Agored Cymru

## Summary of changes made to this framework

Correcting of the qualification reference number for the Diploma in Employment Related Services

## Qualifications removed

*(no information)*

## Qualifications added

N/A

## Qualifications that have been extended

N/A

# Purpose of this framework

## Summary of the purpose of the framework

### Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with essential skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs. On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

### Information Advice and Guidance

There is a wide and diverse range of organisations in Wales that employ individuals to provide information, advice and guidance related services including but not limited to local authorities, careers advice services, voluntary sector organisations, student services, prisons and probation services, and government departments.

Within these organisations there is an equally wide and diverse range of occupational areas and/or job roles that involve providing information, advice and/or guidance to members of the public or to other members of staff within an organisation. This includes for example, job roles within visitor centres, customer/client services, help-lines, citizen advice, employment related services, Jobcentres, careers guidance and so on. In fact, there are now an increasing number of organisations providing information, advice and/or guidance in specialist areas such as careers, educational choices, money management, pensions, housing, debt, benefits and consumer advice, as well as various types of social support.

In addition, many people work in roles where they may not even be aware they are offering an advice and guidance service, or for whom advice and guidance is only part of their role. For example, those working within an HR department, police, teachers, doctors, nurses, carers, fitness coaches, training coaches, and training advisers - the list is endless. In addition, the number of call centres, which also offer advice and guidance continues to grow to meet increased consumer demand.

In Wales, there are a number of drivers that are likely to affect future demand for skilled workers in this sector in future, including:

- Education for Sustainable Development and Global Citizenship (ESDGC)

- Welsh Government policies
- Extending Entitlement - Supporting Young People 11-25 in Wales
- New ways of offering Information, Advice and Guidance through modern technology
- Demographic changes

This framework aims to help the sector meet this growing demand by formally recognising the professionalism of the sector and to assist in the improvement of productivity, performance and customer satisfaction, by providing employers with a toolkit from which they can deliver relevant teaching and learning that is appropriate to their evolving business needs and/or contractual requirements.

The framework is built around employer-led qualifications that have been designed to accommodate the core knowledge and skills required by all information, advice and guidance related services sector employees, whilst also offering flexibility for individuals to tailor provision to meet their own particular needs and circumstances. The framework also offers a choice of pathways, thereby enabling individuals to focus on areas that relate specifically to their particular job roles and/or their career aspirations.

The framework will provide apprentices with a sound foundation for further learning and development of their careers. Career paths lead to higher levels of expertise and professionalism and can lead to careers in supervision or management within the sector, as well as offering progression to higher level qualifications, including Foundation Degrees and ultimately to full time or part time Degrees. Progression through these frameworks could also lead to further study to achieve the level 6 or 7 qualifications necessary to become a registered Careers Guidance practitioner. With a sound basis for listening and communicating, apprentices could also progress into other related areas such as coaching and mentoring, the counselling profession and customer relations.

By the end of the Apprenticeship employers will have an employee who is competent at the level required, who understands their organisation's values, systems and procedures, and who has developed the skills to become a valuable individual and team member. Some apprentices will also demonstrate that they have the potential to progress to supervisory, management or higher professional positions though all apprentices should, on completion be able to enhance their individual and collective contributions to the short-term and long-term success of their organisation.

## **Aims and objectives of this framework (Wales)**

The aim of this framework is to define minimum competence levels, raise the status of professionalism of the information, advice and guidance related services sector in Wales, increase the productivity and performance of practitioners, improve delivery standards, and promote positive progressions.

The objectives of the framework are to:

- Provide practitioners with the skills required when supporting a diverse customer group with a variety of personal aspirations or needs
- Contribute towards addressing specific skills needs in the Information, Advice and Guidance Related Services
- Help bring about a more diverse workforce, which reflects the community it serves through the introduction of an Apprenticeship which is accessible to all people undertaking roles in the sector
- Provide a range of skills which are portable across different practitioner roles in the sector
- Offer progression into higher level jobs or higher education
- Encourage employees to develop their problem solving skills
- Help to promote Welsh culture and the use of the Welsh language in providing information, advice and guidance related services.

# Entry conditions for this framework

The Apprenticeship will suit an individual who enjoys assisting others to achieve their potential, who is driven by performing well against agreed targets, and who wishes to work collaboratively with customers and employers to meet their needs.

To encourage diversity in the workforce there are no formal entry conditions for this framework. However, an initial assessment of each learner's suitability for entry to the Apprenticeship should be undertaken prior to their enrolment. This should aim to:

- Determine and select the most appropriate pathway within the framework, which aligns to their particular role and career aspirations
- Ensure they have any particular entry requirements that have been specified for each of the pathways (as appropriate)
- Ensure they have appropriate communication, numeracy and digital literacy skills to cope with the demands of the Apprenticeship, and the potential to develop and improve these skills as part of the Apprenticeship programme
- Identify any other relevant prior learning and experience that should be considered in order to tailor the apprentice's Individual Learning Plan – for instance, apprentices who have already achieved relevant qualifications or units before entry to the Apprenticeship should be encouraged to select options that will equip them with new skills and learning;
- Establish whether they have the appropriate level of maturity and the personal attributes and values that are conducive to the roles they will undertake as part of the Apprenticeship;
- Ensure that they are:
  - Motivated to succeed in completing the Apprenticeship
  - Willing to learn and apply what they have learnt in the workplace
  - Willing and able to communicate effectively with a range of people;
  - Committed to equality and diversity
- Assess their potential to:
  - Recognise the importance of integrity in all personal and social interactions and respect the human rights of all people
  - Be committed to an ethos of continuous professional development (the professional worker as reflective practitioner), leading to improvement in professional practice
  - Be committed to work collaboratively with customers and clients to meet their needs in providing information, advice and/or guidance.

If the Apprenticeship involves Regulated Activity new entrants will be required to undergo a Disclosure and Barring Service (DBS) check. Note: all Careers Wales staff operating with clients or client data must be DBS checked.



## Level 3

Title for this framework at level 3

# Information Advice and Guidance

### Pathways for this framework at level 3

- Pathway 1: Advice and Guidance
- Pathway 2: Employment Related Services

## Level 3, Pathway 1: Advice and Guidance

### Description of this pathway

For those in general advice and guidance roles – minimum of 56 credits which is made up as follows:

- Combined competence/knowledge qualification - 38 credits
- Level 2 Essential Communication Skills - 6 credits
- Level 2 Essential Application of Number Skills - 6 credits
- Level 1 Essential Digital Literacy Skills - 6 credits

### Entry requirements for this pathway in addition to the framework entry requirements

There are no specific entry requirements for this pathway over and above those specified in the general entry conditions for the Framework.



Job title(s)	Job role(s)
Customer Liaison Officer	Screen and develop relationships with customers
Employment Liaison Officer	Establish and maintain relationships with employers to develop job opportunities, source vacancies and manage recruitment
Family Support Officer	Support families to overcome problems and prevent children being taken into care.
Job Broker/Employer Engagement Officer	Liaise with employers to generate opportunities to gain and sustain employment
Job/Employability Coach	Coach individuals to identify personal needs, strengths, weaknesses, and job/career aspirations, and help them plan to achieve positive employment outcomes
Project/Support Worker/Officer	Interact with clients in a range of settings and engage them to achieve appropriate outcomes
Tutor	Facilitate learning with groups and individuals in generic and/or specialist skills

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 3 Diploma in Advice and Guidance in Wales					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/7818/2	Agored Cymru	38	213	N/A

## Relationship between competence and knowledge qualifications

To complete the Level 3 Diploma in Advice and Guidance in Wales (B1) apprentices must achieve all units from Mandatory Group A (20 credits), and a minimum of 18 credits from Optional Group B, to give an overall minimum total of 38 credits.

Competence and knowledge is combined within the units of this qualification. Credits for competence and knowledge have been apportioned for each unit depending on the proportion of competence and knowledge learning outcomes they contain. Based on this apportionment, the 5 mandatory units provide 10 competence credits and 10 knowledge credits, thereby meeting the minimum requirements for an apprenticeship. The apportionment of credits within the mandatory units is as follows:

- Professional Practice and Legislative Requirements for Advice, Guidance and Employment Related Services in Wales (M/504/6149) - 0 competence credits and 6 knowledge credits;
- IAG: Establish Communication with Clients (H/504/6150) – 2 competence credits and 2 knowledge credits
- IAG: Manage Personal Case Load (K/504/6151) - 3 competence credits and 0 knowledge credits
- Manage Own Professional Development within an Organisation (L/600/9586) - 3 competence credits and 1 knowledge credit
- Support Clients to Make Use of the Advice and Guidance Service (L/602/5139) - 2 competence credits and 1 knowledge credit

The remaining competence and knowledge credits for this qualification are achieved by completing the appropriate number and combination of units from Optional Group A. Competence and knowledge must be assessed separately.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	1	6

## Progression routes into and from this pathway

### Progression routes into this pathway

Progression into this pathway may be from a variety of routes including:

- Entry from full time education
- Returners to work
- Direct employer recruitment, including via the Apprenticeship Matching Service
- Foundation Apprenticeships such as customer service, business administration, contact centre operations, sales and telesales etc
- From roles in customer service, business and administration, advice and guidance, contact centres, sales, learning and development, recruitment, etc
- Other government funded employability programmes.

### Progression routes from this pathway

This pathway allows apprentices to develop their career in a direction that suits them and their employer. Due to this flexibility there are a number of options open to apprentices on achievement of this pathway. These are described below:

Jobs roles in the following areas:

- Social support
- Employment within the voluntary sector
- Employment related services
- Careers information and advice
- Training
- Management and team leading.

Further training and qualifications including:

- Level 4 qualifications in Advice and Guidance, Career Information and Advice and Employment Related Services
- Other level 3/4 qualifications in areas such as customer service, management, business & administration, coaching and counselling
- Higher Apprenticeships in: Information, Advice and Guidance Related Services; Management & Leadership (after gaining experience at a middle management level); Customer Service; Business & Administration, etc
- Foundation degrees in relevant vocational areas.

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

N/A

## Level 3, Pathway 2: Employment Related Services

### Description of this pathway

For those in employment related services roles - minimum of 55 credits which is made up as follows:

- Combined competence/knowledge qualification - 37 credits
- Level 2 Essential Communication Skills - 6 credits
- Level 2 Essential Application of Number Skills - 6 credits
- Level 1 Essential Digital Literacy Skills - 6 credits

### Entry requirements for this pathway in addition to the framework entry requirements

There are no specific entry requirements for this pathway over and above those specified in the general entry conditions for the Framework.

<b>Job title(s)</b>	<b>Job role(s)</b>
Customer Liaison Officer	Screen and develop relationships with customers and employers
Personal Adviser/ Job Coach/Employability Coach	Coach individuals to identify personal needs, strengths and weaknesses, and job/career aspirations, and help them plan to achieve positive employment outcomes
Job Broker/Employer Engagement Officer	Liaise with employers to generate opportunities to gain and sustain employment
Tutor	Work with groups to improve employability skills, e.g. job search and interview techniques etc



# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 3 Diploma in Employment Related Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/9662/7	Pearson Edexcel	37	159	N/A

  

B2 - Level 3 Diploma in Employment Related Services in Wales					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	600/7819/4.	Agored Cymru	37	223	N/A

## Relationship between competence and knowledge qualifications

Apprentices are required to complete ONE of the above qualifications as part of the Apprenticeship.

### Level 3 Diploma in Employment Related Services (B1)

To achieve the Level 3 Diploma in Employment Related Services (B1) apprentices must achieve all units from Mandatory Group A (20 credits), and a minimum of 17 credits from Optional Group B, to give an overall minimum total of 37 credits.

In this qualification, the following mandatory units total 11 knowledge credits:

- Understand the Employment Related Services Sector (M/503/2400) - 5 credits
- Providing Excellent Customer Service (K/602/1597) - 6 credits

The remaining mandatory and optional units total a minimum of 26 credits and relate to competence.

Competence and knowledge must be assessed separately.

### Level 3 Diploma in Employment Related Services in Wales (B2)

To achieve the Level 3 Diploma in Employment Related Services in Wales (B2) apprentices

must achieve all units from Mandatory Group A (16 credits), a minimum of 9 credits from Optional Group B, and a minimum of 12 credits from Optional Group C, to give an overall minimum total of 37 credits.

In this qualification, competence and knowledge is combined within the units. Credits for competence and knowledge have been apportioned for each unit depending on the proportion of competence and knowledge learning outcomes they contain. Based on this apportionment, apprentices will achieve at least 10 competence credits and at least 14 knowledge credits by completing the 3 mandatory units and the minimum number of units from Optional Group A, thereby meeting the minimum requirement for an apprenticeship. The apportionment of credits within the mandatory units and the units in Optional Group A is as follows:

- Professional Practice and Legislative Requirements for Advice and Guidance and Employment Related Services in Wales (M/504/6149) - 0 competence credits and 6 knowledge credits
- IAG: Assist and Prepare Clients (M/504/6152) - 4 competence credits and 1 knowledge credit
- IAG: Employment Related Services (K/504/6277) - 0 competence credits and 5 knowledge credits
- IAG: Establish Communication with Clients (H/504/6150) - 2 competence credits and 2 knowledge credits
- Support Clients to Make Use of the Advice and Guidance Service (L/602/5139) - 2 competence credits and 1 knowledge credit
- IAG: Manage Personal Caseload (K/504/6151) - 3 competence credits and 0 knowledge credits
- Enable Advice and Guidance Clients to Access Referral Opportunities (F/602/5185) - 2 competence credits and 1 knowledge credit
- Manage own Professional Development within an Organisation (L/600/9586) - 3 competence credits and 1 knowledge credit.

The remaining competence and knowledge credits for this qualification are achieved by completing the appropriate number and combination of units from Optional Group B.

Competence and knowledge must be assessed separately.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	1	6

## Progression routes into and from this pathway

### Progression into this pathway

Progression into this pathway may be from a variety of routes including:

- Entry from full time education
- Returners to work
- Direct employer recruitment, including via the Apprenticeship Matching Service
- Foundation Apprenticeships such as customer service, business administration, contact centre operations, sales and telesales etc
- From roles in customer service, business and administration, advice and guidance, contact centres, sales, learning and development, recruitment etc
- Other government funded employability programmes.

### Progression routes from this pathway

This pathway allows apprentices to develop their career in a direction that suits them and their employer. Due to this flexibility there are a number of options open to apprentices on achievement of this framework. These are described below:

Jobs roles in the following areas:

- Social support
- Employment in the voluntary sector
- Employment related services
- Careers information and advice
- Training
- Management and team leading.

Further training and qualifications including:

- Level 4 qualifications in Advice and Guidance, Career Information and Advice and Employment Related Services;
- Other level 3/4 qualifications in areas such as customer service, management, business & administration, coaching and counselling;
- Higher Apprenticeships in: Information, Advice and Guidance Related Services; Management & Leadership (after gaining experience at a middle management level); Customer Service; Business & Administration, etc; and
- Foundation degrees in relevant vocational areas.

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

N/A

## Level 4

Title for this framework at level 4

# Information Advice and Guidance

### Pathways for this framework at level 4

- Pathway 1: Advice and Guidance
- Pathway 2: Employment Related Services
- Pathway 3: Career Information and Advice

## Level 4, Pathway 1: Advice and Guidance

### Description of this pathway

For those in general advice and guidance roles – minimum of 55 credits which is made up as follows:

- Combined competence/knowledge qualification - minimum 37 credits
- Level 3 Essential Communication Skills - 6 credits
- Level 2 Essential Application of Number Skills- 6 credits
- Level 1 Essential Digital Literacy Skills - 6 credits

### Entry requirements for this pathway in addition to the framework entry requirements

There are no specific entry requirements for this pathway over and above those specified in the general entry conditions for the Framework.



Job title(s)	Job role(s)
Customer Liaison Officer	Screen and develop relationships with customers. May include some management or supervision.
Employment Liaison Officer	Establish and maintain relationships with employers to develop job opportunities, source vacancies and manage recruitment. May include some management or supervision.
Family Support Officer	Support families to overcome problems and prevent children being taken into care. May include some management or supervision.
Job Broker/Employer Engagement Officer	Liaise with employers to generate opportunities to gain and sustain employment. May include some management or supervision.
Job Coach	Coach individuals to identify personal needs, strengths and weaknesses, and job/career aspirations, and help them plan to achieve positive employment outcomes. May include some management or supervision.
Senior Project Worker/Co-ordinator	Interact with clients in a range of settings and engage them to achieve appropriate outcomes. May include some management or supervision.
Tutor	Facilitate learning with groups and individuals in generic and/or specialist skills. May include management or supervision.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 4 Diploma in Advice and Guidance in Wales					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/7876/5	Agored Cymru	39	173	N/A

B2 - Level 4 NVQ Diploma in Advice and Guidance					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	600/1632/2	City & Guilds	37	213	N / A

## Relationship between competence and knowledge qualifications

To complete the Level 4 Diploma in Advice and Guidance in Wales (B1), apprentices must achieve all units from Mandatory Group A (23 credits), and a minimum of 16 credits from Optional Group B, to give an overall minimum total of 39 credits. At least 22 credits must be achieved at level 4.

Competence and knowledge is combined within the units of this qualification. Credits for competence and knowledge have been apportioned for each unit depending on the proportion of competence and knowledge learning outcomes they contain. Based on this apportionment, apprentices will achieve 11 competence credits and 12 knowledge credits by completing the 5 mandatory units, thereby meeting the minimum requirement for an apprenticeship. The apportionment of credits within the mandatory units is as follows:

- Professional Practice and Legislative Requirements for Advice, Guidance and Employment Related Services in Wales (H/504/6181) - 0 competence credits and 6 knowledge credits
- IAG: Provide and Maintain Information for the Service (L/504/6157) – 2 competence credits and 1 knowledge credit
- Develop and Evaluate Operational Plans for Own Area of Responsibility (Y/600/9588) – 6 competence credits and 0 knowledge credits
- IAG: Organisational Culture, Values and Behaviour (Y/504/6159) – 1 competence credit and 3 knowledge credits
- IAG: Self Appraisal in a Business Environment (T/504/6279) – 2 competence credits and

## 2 knowledge credits

The remaining competence and knowledge credits for this qualification are achieved by completing the appropriate number and combination of units from Optional Group A. Competence and knowledge must be assessed separately.

To complete the City & Guilds Level 4 NVQ Diploma in Advice and Guidance (B2), apprentices must achieve all units from Mandatory Group M1 (17 credits), The remaining 20 credits must be taken from the Optional Units in Group O1. A minimum of 19 credits must come from Level 4 units.

Candidates will achieve 9 competence credits and 8 knowledge credits by completing the 5 mandatory units. The remaining 1 competence credit and 2 knowledge credit required of apprentices to meet SASW requirements must be achieved by completion of optional units. The apportionment of credit within the mandatory units is below:

- (F/602/5140) unit 003 Develop interactions with advice and guidance clients - 4 credits: 3 competence; 1 knowledge
- (Y/602/5189) unit 014 Manage personal case load - 4 credits: 3 competence; 1 knowledge
- (H/602/5194) unit 016 Evaluate and develop own contribution to the service - 3 credits: 1 competence; 2 knowledge
- (F/602/5199) unit 018 Operate within networks - 3 credits: 2 competence; 1 knowledge
- (R/602/5210) unit 030 Understand importance of legislation and procedures - 3 credits: 0 competence; 3 knowledge.

A minimum of 20 credits are required from the optional units listed below. Any choice or combination of units that meet this minimum requirement will, combined with the mandatory units, meet the minimum 10 competence credits and 10 knowledge credits for the qualification as a whole (that is, any two optional units at least).

- (L/602/5139) unit 002 Support clients to make use of the advice and guidance service - 3 credits: 2 competence; 1 knowledge
- (R/602/5143) unit 005 Assist advice and guidance clients to decide on a course of action – 3 credits: 2 competence; 1 knowledge
- (A/602/5153) unit 006 Prepare clients through advice and guidance for the implementation of a course of action – 3 credits: 2 competence; 1 knowledge
- (J/602/5172) unit 007 Assist clients through advice and guidance to review their achievement of a course of action - 3 credits: 2 competence; 1 knowledge
- (R/602/5174) unit 008 Advocate on behalf of advice and guidance clients - 6 credits: 4 competence; 2 knowledge
- (H/602/5177) unit 009 Prepare to represent advice and guidance clients in formal proceedings - 6 credits: 2 competence; 4 knowledge

- (M/602/5179) unit 010 Present cases for advice and guidance clients in formal proceedings – 6 credits: 3 competence; 3 knowledge
- (M/602/5182) unit 011 Negotiate on behalf of advice and guidance clients - 5 credits: 3 competence; 2 knowledge
- (T/602/5183) unit 012 Liaise with other services - 3 credits: 2 competence; 1 knowledge
- (F/602/5185) unit 013 Enable advice and guidance clients to access referral opportunities – 3 credits: 2 competence; 1 knowledge
- (K/602/5200) unit 019 Undertake research for the service and its clients - 5 credits: 3 competence; 2 knowledge
- (M/602/5201) unit 020 Design information materials for use in the service - 4 credits: 2 competence; 2 knowledge
- (T/602/5202) unit 021 Provide and maintain information materials for use in the service - 3 credits: 2 competence; 1 knowledge
- (A/602/5203) unit 022 Identify and promote the contribution of Careers Education Guidance (CEG) within the organisation - 4 credits: 3 competence; 1 knowledge
- (F/602/5204) unit 024 Integrate Careers Education Guidance (CEG) within the curriculum - 4 credits: 3 competence; 1 knowledge
- (J/602/5205) unit 025 Promote Careers Education Guidance (CEG) - 3 credits: 2 competence; 1 knowledge
- (L/602/5206) unit 026 Negotiate and maintain service agreements - 3 credits: 2 competence; 1 knowledge
- (R/602/5207) unit 027 Facilitate learning in groups - 3 credits: 2 competence; 1 knowledge
- (Y/602/5208) unit 028 Prepare and set up mediation - 4 credits: 2 competence; 2 knowledge
- (D/602/5209) unit 029 Stage and manage the mediation process – 8 credits: 5 competence; 3 knowledge
- (M/600/9726) unit 033 Enable learning through demonstrations and instructions - 3 credits: 2 competence; 1 knowledge
- (A/602/5198) unit 034 Provide support for other practitioners – 5 credits: 4 competence; 1 knowledge

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	3	6
Application of numbers	2	6
IT	1	6

## Progression routes into and from this pathway

### Progression routes into this pathway

Progression into this pathway may be from a variety of routes including:

- Entry from full time education
- Returners to work
- Apprenticeship (level 3) in Information, Advice and Guidance Services
- Other apprenticeships (at level 3) in areas such as customer service, business administration, and contact centre operations
- From roles within the sector such as personal adviser, job coach, tutor, job broker, employer engagement consultant and other practitioner roles
- From roles in customer service, business and administration, advice and guidance, contact centres, sales, learning and development, recruitment etc.

### Progression routes from this pathway

This pathway allows apprentices to develop their career in a direction that suits them and their employer. Due to this flexibility there are a number of options open to apprentices on achievement of this pathway. These are described below:

Jobs roles in the following areas:

- Social support
- Employment in the voluntary sector
- Employment related services
- Careers information and advice
- Learning and development
- Management and team leading.

Strategic development roles in the following areas:

- Policy and governance
- Business development
- Consultancy
- Contract management/development.

Further training and qualifications including:

- Higher Apprenticeships such as management & leadership (after gaining experience at a middle management level);
- Qualifications at level 5 and above in areas such as advice & guidance, leadership and management etc.
- Foundation and undergraduate degrees such as management & leadership, business studies etc; and
- Careers guidance qualifications.

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

N/A



## Level 4, Pathway 2: Employment Related Services

### Description of this pathway

For those in employment related services roles – minimum of 55 credits which is made up as follows:

- Combined competence/knowledge qualification - minimum of 37 credits
- Level 3 Essential Communication Skills- 6 credits
- Level 2 Essential Application of Number Skills- 6 credits
- Level 1 Essential Digital Literacy Skills- 6 credits

### Entry requirements for this pathway in addition to the framework entry requirements

There are no specific entry requirements for this pathway over and above those specified in the general entry conditions for the Framework.

Job title(s)	Job role(s)
Employer Engagement Co-ordinator/Senior Job Broker/Senior Engagement Consultant	Liaise with employers to generate opportunities to gain and sustain employment. Often manage relationships with larger employers and have line management and quality assurance responsibilities for their team.
Senior Personal Adviser/Senior Job Coach	Responsible for the service developed and delivered by a team of advisers. Tend to have a caseload of more challenging or strategically important clients plus line management and QA responsibilities for their team.
Senior Tutor/Tutor Co-ordinator	Responsible for group-based delivery of employability skills by a team of tutors. Deal with more challenging or strategically important groups. May also have some line management and quality assurance responsibilities.
Stakeholder / Partnership Co-ordinator (Advanced Practitioner)	Accountable for interpreting a unique range of employment related service contracts to inform and develop operational plans to sustain employment outcomes. Maintain relationships with key/relevant stakeholders and ensure communication between internal teams and external stakeholders.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 4 Diploma in Employment Related Services in Wales					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/7821/2	Agored Cymru	37	173	N/A

## Relationship between competence and knowledge qualifications

### Level 4 Diploma in Employment Related Services in Wales (B1)

To achieve the Level 4 Diploma in Employment Related Services in Wales (B1) apprentices must achieve all units from Mandatory Group A (22 credits), and a minimum of 15 credits from Optional Group B, to give an overall minimum total of 37 credits.

In this qualification competence and knowledge is combined within the units. Credits for competence and knowledge have been apportioned for each unit depending on the proportion of competence and knowledge learning outcomes they contain. Based on this apportionment, apprentices will achieve 10 competence credits and 12 knowledge credits by completing the 4 mandatory units, thereby meeting the minimum requirement for an apprenticeship. The apportionment of credits within the mandatory units is as follows:

- IAG: Employment Related Services (K/504/6277) – 0 competence credits and 5 knowledge credits;
- Professional Practice and Legislative Requirements for Advice, Guidance and Employment Related Services in Wales (H/504/6181) – 0 competence credits and 6 knowledge credits;
- Managing Communications at Work (F/602/1878) – 4 competence credits and 1 knowledge credit;
- Develop and Evaluate Operational Plans for Own Area of Responsibility (Y/600/9588) - 6 competence credits and 0 knowledge credits.

The remaining competence and knowledge credits for this qualification are achieved by completing the appropriate number and combination of units from Optional Group A.

Competence and knowledge must be assessed separately.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	3	6
Application of numbers	2	6
IT	1	6

## Progression routes into and from this pathway

### Progression routes into this pathway

Progression into this pathway may be from a variety of routes including:

- Entry from full time education;
- From unemployment and returners to work (subject to appropriate skills and experience);
- Level 3 Apprenticeship in Information, Advice and Guidance Related Services (any pathway), customer service, business administration, contact centre operations, sales and telesales etc;
- From roles within the sector such as personnel adviser, job coach tutor, tutor, job broker, employer engagement consultant and other practitioner roles; and
- From roles in customer service, business and administration, advice and guidance, contact centres, sales, learning and development, recruitment etc.

### Progression routes from this pathway

This pathway allows apprentices to develop their career in a direction that suits them and their employer. Due to this flexibility there are a number of options open to apprentices on achievement of this pathway. These are described below:

Jobs in the following areas:

- Employment related services
- Careers information advice & guidance
- Learning and development
- Management and team leading.

Strategic development roles in the following areas:

- Policy and governance

- Business development
- Consultancy
- Contract management/development.

Further training and qualifications including:

- Higher Level Apprenticeships such as management & leadership (after gaining experience at a middle management level);
- Qualifications above level 5 in areas such as advice & guidance, leadership and management etc;
- Foundation and undergraduate degrees such as management & leadership, business studies etc; and
- Careers guidance qualifications.

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

N/A

## Level 4, Pathway 3: Career Information and Advice

### Description of this pathway

For those working in career information and advice – minimum of 63 credits which is made up as follows:

- Combined competence/knowledge qualification - 45 credits
- Level 3 Essential Communication Skills- 6 credits
- Level 2 Essential Application of Number Skills - 6 credits
- Level 1 Essential Digital Literacy Skills - 6 credits

### Entry requirements for this pathway in addition to the framework entry requirements

There are no specific entry requirements for this pathway over and above those specified in the general entry conditions for the Framework.



<b>Job title(s)</b>	<b>Job role(s)</b>
Careers Assistant	Provide impartial information and advice to clients on learning, training and career opportunities.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

B1 - Level 4 Diploma in Career Information and Advice					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/0805/2	OCR	45	280	N/A

## Relationship between competence and knowledge qualifications

To complete the Level 4 Diploma in Career Information and Advice (B1), apprentices must achieve all units from Mandatory Group M1 (30 credits), and a minimum of 15 credits from Optional Group O1, to give an overall minimum total of 45 credits.

For the Higher Apprenticeship, apprentices must complete the following unit, either as part of the 15 credits that make up the selected optional units, or in addition to these units:

- Source, Evaluate and Use Labour Market Information with Clients (Y/502/8440).

Competence and knowledge is combined within the units of this qualification. Credits for competence and knowledge have been apportioned for each unit, depending on the proportion of competence and knowledge learning outcomes they contain. Based on this apportionment, the 5 mandatory units provide 10 competence credits and 20 knowledge credits, thereby meeting the minimum requirements for an apprenticeship. The apportionment of credits within the mandatory units is as follows:

- Career Choice Theories and Concepts to Support Clients (A/502/8401) - 0 competence credits and 6 knowledge credits;
- Interview Clients to Determine their Need for Career Information, Advice and Guidance (J/502/8417) - 3 competence credits and 3 knowledge credits;
- Meeting the Career-Related Information Needs of Clients (L/502/8418) - 4 competence credits and 2 knowledge credits;
- Preparing to Work in the Career Information, Advice and Guidance Sector (F/601/4882) - 0 competence credits and 6 knowledge credits; and
- Reflecting on Practice and Continuous Professional Development (R/601/4885) - 3 competence credits and 3 knowledge credits.

The remaining competence and knowledge credits are achieved by completing the appropriate number and combination of optional units.

Competence and knowledge must be assessed separately.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	3	6
Application of numbers	2	6
IT	1	6

## Progression routes into and from this pathway

### Progression routes into this pathway

Progression into this pathway may be from a variety of routes including:

- Entry from full time education
- Returners to work
- Apprenticeship (level 3) in Information, Advice and Guidance Related Services
- Other Apprenticeships (at level 3) in areas such as customer service, business administration, and contact centre operations
- From any roles that involve providing career information or other advice and guidance, such as careers assistant, personal adviser, job coach, tutor, job broker, employer engagement consultant and other roles
- From other roles in customer service, business and administration, contact centres, sales, learning and development, recruitment etc.

### Progression routes from this pathway

This pathway allows apprentices to develop their career in a direction that suits them and their employer. Due to this flexibility there are a number of options open to apprentices on achievement of this pathway. These are described below:

Jobs roles in the following areas:

- Careers information advice & guidance;
- Employment related services;
- Learning and development support;
- Supervisory roles within the careers information and advice sector;
- Probation service/working with vulnerable groups; and
- Social support in the public, private and voluntary sector.

Strategic development roles in areas such as:

- Policy, governance and service management
- Business development
- Contract management/development.

Further training and qualifications including:

- Level 6 Diploma in Career Guidance and Development (and other relevant careers guidance qualifications)
- Other qualifications at level 5 and above, such as advice & guidance, leadership and management etc
- Higher Apprenticeships in areas such as management & leadership
- Foundation and undergraduate degrees such as management & leadership, business studies etc and
- Teaching qualifications, such as PGCE.

Further information about working in the careers information and advice sector can be obtained from the Career Development Institute: <http://www.thecdi.net>

**UCAS points for this pathway: N/A**

# Employee rights and responsibilities

N/A

*The remaining sections apply to all levels and pathways within this framework.*

## How equality and diversity will be met

Apprenticeships are seen as a vital route to encourage a greater diversity of individuals into the sector and so the framework has been designed to support this, in that:

- Entry conditions to this framework have been made flexible
- Mentoring has been included to offer additional support and increase retention of apprentices
- Equality and diversity is embedded into all components of the framework.

Where lack of literacy and numeracy qualifications are identified as a barrier to employment, support through the Apprenticeship training model to secure qualifications removes this barrier.

The National Occupational Standards (NOS) and qualifications on which these frameworks are based were developed with the sector to ensure access for as wide a selection of learners as possible.

The principles of equality and diversity relate to all those systems that have the potential to discriminate against apprentices at any point during the programme – from recruitment and selection and induction, through to successful completion.

Training providers and employers MUST comply with relevant legislation, such as the Equality Act 2010 (including the new Public Sector Equality Duties) to ensure that applicants are not discriminated against in terms of entry to, and promotion within, the sector, using the 9 protected characteristics of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

The Welsh and English languages should be treated on a basis of equality. Training providers and employers are actively encouraged to cater for both languages where needed and required when delivering this Apprenticeship.



# On and off the job training (Wales)

## Summary of on- and off-the-job training

### Summary of on and off the job training

For the Apprenticeship (level 3) and the Higher Apprenticeship (level 4) on-the-job and off-the-job training must be delivered within contracted working hours, whilst working under an Apprenticeship Agreement.

### Apprenticeship (level 3)

For the Apprenticeship (level 3) the total number of on and off-the job training hours for each pathway is as follows:

- Pathway 1 – Advice and Guidance: 438 hours
- Pathway 2: Employment Related Services - 384 hours if taking the Level 3 Diploma in Employment Related Services (B1), or 448 hours if taking the Level 3 Diploma in Employment Related Services in Wales (B2)

### Higher Apprenticeship (level 4)

For the Higher Apprenticeship (level 4) the total number of on and off-the-job training hours for each pathway is as follows:

- Pathway 1: Advice and Guidance: 398 hours
- Pathway 2: Employment Related Services - 359 hours if taking the Level 4 Diploma in Employment Related Services (B1), or 398 hours if taking the Level 4 Diploma in Employment Related Services in Wales (B2)
- Pathway 3: Career Information and Advice - 505 hours

## Off-the-job training

Off-the-job training is defined as time away from normal work duties. This may include any activity where an apprentice receives any form of instruction, tuition, assessment or progress reviews.

### Apprenticeship (level 3)

For the Apprenticeship (level 3), the number of off-the-job training hours for each pathway is as follows:

- Pathway 1: Advice and Guidance - 244 hours
- Pathway 2: Employment Related Services - 208 hours if taking the Level 3 Diploma in Employment Related Services (B1), or 245 hours if taking the Level 3 Diploma in Employment Related Services in Wales (B2)

### Higher Apprenticeship (level 4)

For the Higher Apprenticeship (level 4), the number of off-the-job training hours for each pathway is as follows:

- Pathway 1: Advice and Guidance - 221 hours
- Pathway 2: Employment Related Services – 188 hours if taking the Level 4 Diploma in Employment Related Services (B1), or 229 hours if taking the Level 4 Diploma in Employment Related Services in Wales (B2)
- Pathway 3: Career Information and Guidance - 314 hours

## How this requirement will be met

### Apprenticeship (level 3)

Off-the-job training hours for each pathway of the Apprenticeship (level 3) are made up as follows:

- Pathway 1: Advice and Guidance – 109 hours for the knowledge component of the Level 3 Diploma in Advice and Guidance, plus 135 hours for the other components (see below)
- Pathway 2: Employment Related Services – 73 hours if taking the Level 3 Diploma in Employment Related Services (B1), or 110 hours if taking the Level 3 Diploma in Employment Related Services in Wales (B2), plus 135 hours for the other components (see below)

The 135 off-the-job training hours that relate to other components for each pathway of the Apprenticeship (level 3) are made up as follows:

- 30 hours for Essential Communication Skills at level 2 (proportion to be completed off-the-job)
- 30 hours for Essential Application of Number Skills at level 2 (proportion to be completed off-the-job)
- 30 hours for Essential Digital Literacy Skills at level 1 (proportion to be completed off-the-job)
- 45 hours for induction, appraisals/reviews and mentoring throughout the Apprenticeship programme.

### Higher Apprenticeship (level 4)

Off-the-job training hours for each pathway of the Higher Apprenticeship (level 4) are made up

as follows:

- Pathway 1: Advice and Guidance - 86 hours minimum for the knowledge component of the Level 4 Diploma in Advice and Guidance, plus 135 hours for the other components (see below)
- Pathway 2: Employment Related Services - 53 hours for the knowledge component of the Level 4 Diploma in Employment Related Services (B1), or 94 hours for the knowledge component of the Level 4 Diploma in Employment Related Services in Wales (B2), plus 135 hours for the other components (see below)
- Pathway 3: Career Information and Guidance - 179 hours for the knowledge component of the Level 4 Diploma in Career Information and Guidance, plus 135 hours for the other components (see below).

The 135 off-the-job training hours that relate to the other components for each pathway of the Higher Apprenticeship (level 4) are made up as follows:

- 30 hours for Essential Communication Skills at level 3 (proportion to be completed off-the-job)
- 30 hours for Essential Application of Number Skills at level 2 (proportion to be completed off-the-job)
- 30 hours for Essential Digital Literacy Skills at level 1 (proportion to be completed off-the-job)
- 45 hours for induction, appraisals/reviews and mentoring throughout the Apprenticeship programme.

Training hours delivered under an Apprenticeship Agreement may vary depending on the previous experience and attainment of the apprentice. The amount of off-the-job training required to complete the Apprenticeship under the Apprenticeship Agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for Apprenticeship certification.

### **Previous attainment**

Where a learner enters an Apprenticeship Agreement having previously attained parts or all of the relevant regulated qualifications, this prior learning needs to be recognised using either credit transfer or through recording of exemptions for certificated learning.

For apprentices who have already achieved the relevant regulated qualifications, they must have been certificated within 5 years preceding the date of application for the Apprenticeship completion certificate.

### **Previous experience**

Where a learner enters an Apprenticeship Agreement with previous work-related experience, this prior learning needs to be recognised. To count towards Apprenticeship certification,

previous experience must be recorded using Recognition of Prior Learning (RPL) procedures and the hours recorded may then count towards the off-the-job hours required to complete the Apprenticeship.

For apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within 3 years preceding the date of application for the Apprenticeship completion certificate.

Planning and delivery

### **Off-the-job training needs to:**

- Be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;
- Allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager; and
- Be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative/networked learning with peers; guided study; and induction.

Off-the-job training must be formally recorded, either in a diary, log book or portfolio, or be verified by attendance records. The evidence needs to be checked and signed by the assessor and employer.

### **Evidence of off-the-job training**

Evidence of off-the-job training will include:

- A certificate evidencing achievement of the relevant level 3 competence qualification;
- Certificates evidencing achievement of Essential Communication Skills at Level 2, Application of Number at Level 2, and Digital Literacy at Level 1;
- Coaching and mentoring record, log, or diary – evidence not required for certification.

The evidence must accompany the application for an Apprenticeship completion certificate, which must be submitted electronically and in line with guidance and procedures published by Apprenticeship Certificates Wales (ACW).

## **On-the-job training**

On-the-job training is defined as skills, knowledge and competence gained within normal work duties.

### **Apprenticeship (level 3)**

For the Apprenticeship (level 3), the number of on-the-job training hours for each pathway is as follows:

- Pathway 1: Advice and Guidance – 194 hours
- Pathway 2: Employment Related Services – 176 hours if taking the Level 3 Diploma in Employment Related Services (B1), or 203 hours if taking the Level 3 Diploma in Employment Related Services in Wales (B2)

### Higher Apprenticeship (level 4)

For the Higher Apprenticeship (level 4), the number of on-the-job training hours for each pathway is as follows:

- Pathway 1: Advice and Guidance - a minimum of 177 hours
- Pathway 2: Employment Related Services – 171 hours if taking the Level 4 Diploma in Employment Related Services (B1), or 169 hours if taking the Level 4 Diploma in Employment Related Services in Wales (B2)
- Pathway 3: Career Information and Guidance - 191 hours

## How this requirement will be met

### Apprenticeship (level 3)

On-the-job training hours for each pathway of the Apprenticeship (level 3) is made up as follows:

- Pathway 1: Advice and Guidance - 104 hours for the competence component of the Level 3 Diploma in Advice and Guidance, plus 90 hours for the other components (see below)
- Pathway 2: Employment Related Services - 86 hours for the competence component of the Level 3 Diploma in Employment Related Services (B1), or 113 hours for the competence component of the Level 3 Diploma in Employment Related Services in Wales (B2), plus 90 hours for the other components (see below)

The 90 on-the-job training hours that relate to the other components for each pathway of the Apprenticeship (level 3) are made up as follows:

- 30 hours for Essential Communication Skills at level 2 (proportion to be completed on-the-job)
- 30 hours for Essential Application of Number Skills at level 2 (proportion to be completed on-the-job)
- 30 hours for Essential Digital Literacy Skills at level 1 (proportion to be completed on-the-job).

### Higher Apprenticeship (level 4)

On-the-job training hours for each pathway of the Higher Apprenticeship (level 4) is made up as follows:

- Pathway 1: Advice and Guidance - 87 hours for the competence component of the Level

- 4 Diploma in Advice and Guidance, plus 90 hours for the other components (see below)
- Pathway 2: Employment Related Services - 81 hours for the competence component of the Level 4 Diploma in Employment Related Services (B1), or 79 hours for the competence component of the Level 4 Diploma in Employment Related Services in Wales (B2), plus 90 hours for the other components (see below)
- Pathway 3: Career Information and Guidance - 101 hours for the competence component of the Level 4 Diploma in Career Information and Guidance, plus 90 hours for the other components (see below)

The 90 on-the-job training hours that relate to the other components for each pathway of the Higher Apprenticeship (level 4) are made up as follows:

- 30 hours for Essential Communication Skills at level 3 (proportion to be completed on-the-job)
- 30 hours for Essential Application of Number Skills at level 2 (proportion to be completed on-the-job)
- 30 hours for Essential Digital Literacy Skills at level 1 (proportion to be completed on-the-job).

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship Agreement having previously attained or acquired the appropriate competences or knowledge, this prior learning needs to be recognised and documented using the relevant credit transfer, exemption or RPL procedures (as for off-the-job above). The amount of on-the-job training required to complete the Apprenticeship under the Apprenticeship Agreement may then be reduced accordingly, providing the total number of on-the-job hours for this framework can be verified for Apprenticeship certification.

Training providers are encouraged to identify additional on-the-job training programmes that help to customise previous learning to the new workplace. Customisation programmes may include selecting appropriate additional unit(s) from regulated qualifications or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a CQFW recognised body, follow Essential Skills at a higher level than that specified in the framework, or include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant regulated qualifications, they must have been certificated within the 5 years preceding the date of application for the Apprenticeship completion certificate. Job roles within the Advice and Guidance sector require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience. Evidence of this must be formally recorded, either in a diary, log book or portfolio, or be verified by attendance records. The evidence needs to be checked and signed by the assessor and employer.

### **Evidence of on-the-job training**

Evidence of on-the-job training will include:

- A certificate evidencing achievement of the relevant level 3 competence qualification
- Certificates evidencing achievement of Essential Communication Skills at Level 2, Application of Number at Level 2, and Digital Literacy at Level 1.

## **Certification**

Successful apprentices will receive an Apprenticeship completion certificate. This is separate from and in addition to those certificates awarded for the achievement of the individual components of the framework.

All Apprenticeship certificate applications should be made through Apprenticeship Certificates Wales: <http://acwcerts.co.uk/web>

All requests for completion certificates will be subject to quality assurance checks. Prior to applying for an Apprenticeship completion certificate, the sufficiency, validity and reliability of all evidence must be checked and signed off by the employer and provider.

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

Improving own learning and performance at the levels indicated is an 'optional' requirement for these apprenticeship frameworks:

- Apprenticeship (level 3): Improving own learning and performance at level 2 (6 credits)
- Higher Apprenticeship (level 4): Improving own learning and performance at level 2 (6 credits).

## Working with others

Working with others at the levels indicated is an 'optional' requirement for these apprenticeship frameworks:

- Apprenticeship (level 3): Working with others at level 2 (6 credits)
- Higher Apprenticeship (level 4): Working with others at level 2 (6 credits).

## Problem solving

Problem solving at the levels indicated is an 'optional' requirement for these apprenticeship frameworks:

- Apprenticeship (level 3): Problems solving at level 2 (6 credits)
- Higher Apprenticeship (level 4): Problems solving at level 2 (6 credits).

## Wider key skills information

Although not a mandatory requirement for the Apprenticeship (level 3) or Higher Apprenticeship (level 4), learners have the opportunity to achieve the Wider Key Skills as part of their Apprenticeship programme as these skills are intrinsic to learning support and transferable to a wide range of different job roles.

Assessment of the Wider Key Skills should be designed to be manageable for both apprentices and training providers, with sufficient planning of opportunities identified during induction and at each subsequent stage of the programme.

Assessors should adopt a holistic approach to assessment of the Wider Key Skills, taking account of the evidence that will be generated for the competence and knowledge



qualifications within each pathway of the Apprenticeship. It may therefore be helpful to map the Wider Key Skills to these qualifications to show where opportunities for generating evidence of Wider Key Skills are most likely to occur.

# Additional employer requirements

There are no additional employer requirements for either the Apprenticeship (level 3) or the Higher Apprenticeship (level 4).

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apprenticeship  
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