

Qualification Specification

601/7834/6

iCQ Level 4 NVQ Diploma in Advice and Guidance (RQF)



Qualification Details

Title : iCQ Level 4 NVQ Diploma in Advice and Guidance (RQF)
Awarding Organisation : [iCan Qualifications Limited](#)
Fees Price List Url : <https://icanqualify.net>
Qualification Type : RQF
Qualification Sub Type : None
Qualification Level : Level 4
Qualification Sub Level : None
EQF Level : Level 5
Regulation Start Date : 23-Sep-2015
Operational Start Date : 01-Oct-2015
Offered In England : Yes
Offered In Wales : Yes
Offered In Northern Ireland : Yes
Assessment Language In English : Yes
Assessment Language In Welsh : No
Assessment Language In Irish : No
SSA : 13.2 Direct Learning Support
Purpose : D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose : D1. Confirm competence in an occupational role to the standards required
Total Credits : 37
Min Credits at/above Level : 19
Minimum Guided Learning Hours : 213
Maximum Guided Learning Hours : 269
Diploma Guided Learning Hours : 0
Barring Classification Code : ZZZZ
Overall Grading Type : Pass
Assessment Methods : Portfolio of Evidence
Structure Requirements : To achieve this qualification, learners must complete all units in group A and a minimum of 20 credits from group B. A minimum total of 37 credits.
Age Ranges : Pre-16 : No; 16-18 : No; 18+ : No; 19+ : Yes
Qualification Objective : This qualification is for those who have a senior role giving advice and guidance and who are looking to develop their skills, knowledge and understanding

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OG) Overarching Group	Yes	0	2	2	37	0
A) Mandatory Units	Yes	5	5	5	17	17
B) Optional Units	Yes	21	0	0	20	0

Group A Mandatory Units

URN	Title	Level	GLH	Credit
F/602/5140	Develop interactions with advice and guidance clients	3	25	4
F/602/5199	Operate within networks	4	20	3
H/602/5194	Evaluate and develop own contribution to the service	4	20	3
R/602/5210	Understand the importance of legislation and procedures	3	24	3
Y/602/5189	Manage personal case load	4	20	4

Group B Optional Units

URN	Title	Level	GLH	Credit
A/602/5153	Prepare clients through advice and guidance for the implementation of a course of action	4	20	3
A/602/5198	Provide support for other practitioners	4	25	5
A/602/5203	Identify and promote the contribution of Careers Education Guidance CEG within the organisation	5	30	4
D/602/5209	Stage and manage the mediation process	5	30	8
F/602/5185	Enable advice and guidance clients to access referral opportunities	3	20	3
F/602/5204	Integrate Careers Education Guidance CEG within the curriculum	4	30	4
H/602/5177	Prepare to represent advice and guidance clients in formal proceedings	5	35	6
J/602/5172	Assist clients through advice and guidance to review their achievement of a course of action	4	20	3
J/602/5205	Promote Careers Education Guidance CEG	3	20	3
K/602/5200	Undertake research for the service and its clients	4	40	5
L/602/5139	Support clients to make use of the advice and guidance service	2	20	3
L/602/5206	Negotiate and maintain service agreements	4	20	3
M/602/5179	Present cases for advice and guidance clients in formal proceedings	5	35	6
M/602/5182	Negotiate on behalf of advice and guidance clients	5	35	5
M/602/5201	Design information materials for use in the service	4	25	4
R/602/5143	Assist advice and guidance clients to decide on a course of action	4	20	3
R/602/5174	Advocate on behalf of advice and guidance clients	5	35	6
R/602/5207	Facilitate learning in groups	4	20	3
T/602/5183	Liase with other services	3	20	3
T/602/5202	Provide and maintain information materials for use in the service	4	15	3
Y/602/5208	Prepare and set up mediation	4	20	4

Unit Specification
F/602/5140
Develop interactions with advice and guidance clients



Qualification Framework: RQF
Title: Develop interactions with advice and guidance clients
Unit Level: Level 3
Unit Sub Level: None
Guided Learning Hours: 25
Unit Credit Value: 4
SSAs: 1.3 Health and Social Care
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/602/5140 : Develop interactions with advice and guidance clients	
Be able to enable clients to explore their issues	
Assessment Criterion - The learner can:	
01.01	Create a suitable environment for the client to be comfortable to express their issues and concerns
01.02	Encourage the client to explore their requirements, their ideas for achieving them and any potential barriers to achievement
01.03	Encourage clients to set priorities
01.04	Identify a range of communication skills that could be used to work effectively with clients
Be able to sustain interactions with clients	
02.01	Recognise the nature and stage of the interaction and provide opportunities to sustain this
02.02	Encourage clients to provide additional information
02.03	Manage any inappropriate information given by clients
Be able to bring interactions to a close	
03.01	Provide clear opportunities for clients to end the interaction
03.02	Allow clients to decide on the next steps and agree with them any further activities or support that is needed
03.03	Review the interaction and summarise the points made

Unit Specification
F/602/5199
Operate within networks



Qualification Framework: RQF
Title: Operate within networks
Unit Level: Level 4
Unit Sub Level: None
Guided Learning Hours: 20
Unit Credit Value: 3
SSAs: 1.3 Health and Social Care
Unit Grading Structure: Pass
Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/602/5199 : Operate within networks	
Be able to identify and access networks which could benefit the service	
Assessment Criterion - The learner can:	
01.01	Determine the role and purpose of existing networks
01.02	Implement the services criteria for network participation
01.03	Agree with practitioners how much time should be given to networks
01.04	Explain the types of conflicts which could occur
Be able to maintain memberships of networks	
02.01	Maintain personal contacts within networks
02.02	Identify problems which may occur with network facilitation and participation
02.03	Explain the actions to take to address problems identified within networks
02.04	Explain what the implications could be if problems are not resolved
Be able to exchange information within networks	
03.01	Agree the information required by network members
03.02	Work to realistic timescales for the exchange of information
03.03	Analyse how feedback improves the use of networks
03.04	Utilise systems for recording and exchanging information

Unit Specification
H/602/5194
 Evaluate and develop own contribution to the service



Qualification Framework: RQF
 Title : Evaluate and develop own contribution to the service
 Unit Level : Level 4
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/602/5194 : Evaluate and develop own contribution to the service	
Understand the process of evaluating practice	
Assessment Criterion - The learner can:	
01.01	Identify criteria used to evaluate practice
01.02	Evaluate practice including identifying areas for development
01.03	Identify the information to be evaluated
01.04	Agree the feedback to be accessed
01.05	Identify the objectives of the service which will inform evaluation
Be able to carry out evaluation of practice	
02.01	Evaluate information using identified criteria
02.02	Implement agreed criteria to evaluate practice
02.03	Evaluate the effect of own values, beliefs, attitudes and behaviours on work role
02.04	Identify aspects of knowledge required by the service and the profession
02.05	Seek guidance and support when issues are beyond own knowledge and experience
Be able to identify development objectives	
03.01	Use outcomes of evaluation to prioritise and agree development objectives
03.02	Identify and access the necessary resources for development
03.03	Record personal development plans
03.04	Review and update personal development plans

Unit Specification
R/602/5210
 Understand the importance of legislation and procedures



Qualification Framework: RQF
 Title : Understand the importance of legislation and procedures
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 24
 Unit Credit Value : 3
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/602/5210 : Understand the importance of legislation and procedures	
Understand legislation and codes of practice which impact on their role	
Assessment Criterion - The learner can:	
01.01	Explain the current, national, local, professional, and organisational requirements that relate to their role including: Equal opportunities Discrimination Health and safety Security Confidentiality
01.02	Explain the importance of complying with national, local, professional and organisational requirements
01.03	Explain the consequences of non-compliance
Understand how to deal with urgent situations	
02.01	Explain what types of situation may occur that require immediate action
02.02	Explain what actions should be taken to deal with different situations
02.03	Explain who can be referred to for assistance in situations where immediate action is required
Be able to record contacts, interactions, agreements, and provision of information	
03.01	Record contacts, interactions, agreements and information provided in the appropriate systems.
03.02	Explain what systems are used for recording these interactions
03.03	Explain why it is important to use these systems
03.04	Describe any procedures relating to the use of these systems
Understand the actual or potential effect of own values, beliefs, attitudes and behaviours when working	
04.01	Explain the actual or potential effect of own values, beliefs, attitudes and behaviours when working
Understand why the effectiveness of methods may vary depending upon the situation and clients involved	
05.01	Explain how to assess the effectiveness of methods
05.02	Explain why the effectiveness of methods may vary with different clients
05.03	Explain the types of issue that might arise
05.04	Explain the actions that may be taken to address these issues
05.05	Explain the implications of not addressing these issues

Unit Specification
Y/602/5189
 Manage personal case load



Qualification Framework: RQF
 Title : Manage personal case load
 Unit Level : Level 4
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 4
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/602/5189 : Manage personal case load	
Be able to maintain case notes	
Assessment Criterion - The learner can:	
01.01	Record key information about each case
01.02	Record all actions being undertaken for clients
01.03	Ensure case notes are accurate and contain appropriate detail
01.04	Ensure case notes are structured in a way that gives a clear history
Be able to review personal case load	
02.01	Review all relevant information
02.02	Monitor the progress of all cases
02.03	Identify any obstacles in achieving the required outcomes for cases
02.04	Exchange information on the cases according to the services procedures
02.05	Identify improvements that can be made to the management of cases
Understand factors that affect case loads	
03.01	Explain what types of obstacle may occur and how to overcome it
03.02	Explain any factors that may affect the number of cases managed
Be able to establish priorities for dealing with personal case load	
04.01	Establish criteria for setting priorities
04.02	Assess cases against the criteria to show which cases need high priority
04.03	Identify any immediate actions that may be required to meet deadlines
04.04	Inform relevant people of the need to prioritise specific cases
04.05	Ensure appropriate resources are allocated to the cases
04.06	Monitor the effect of the priority cases on the rest of the caseload
04.07	Ensure all cases receive appropriate attention

Unit Specification

A/602/5153

Prepare clients through advice and guidance for the implementation of a course of action



Qualification Framework : RQF

Title : Prepare clients through advice and guidance for the implementation of a course of action

Unit Level : Level 4

Unit Sub Level : None

Guided Learning Hours : 20

Unit Credit Value : 3

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/602/5153 : Prepare clients through advice and guidance for the implementation of a course of action	
Be able to assist clients to prepare an action plan	
Assessment Criterion - The learner can:	
01.01	Confirm the course of action with the client and the roles and responsibilities of those involved
01.02	Explore the potential advantages and disadvantages of the chosen course of action, including the timescales and any cost implications
01.03	Identify any unrealistic expectations and explore possible modifications
Be able to assist clients to develop the action plan	
02.01	Incorporate relevant information into the action plan
02.02	Ensure the plan specifies methods, timescales, and responsibilities
02.03	Produce the plan in the agreed format and review it with the client
02.04	Agree the process for future reviews
Be able to assist clients to identify how the plan might be implemented	
03.01	Identify potential methods for implementing the course of action and identify any potential difficulties
03.02	Confirm with clients their understanding of the action plan
03.03	Obtain agreement from the client for action plan to commence

Unit Specification
A/602/5198
Provide support for other practitioners



Qualification Framework: RQF
Title : Provide support for other practitioners
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 25
Unit Credit Value : 5
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/602/5198 : Provide support for other practitioners	
Be able to agree the support required by other practitioners	
Assessment Criterion - The learner can:	
01.01	Identify which practitioners need support
01.02	Agree the purpose and objectives for the support required
01.03	Agree the procedures for the recording and exchange of information
01.04	Agree boundaries of confidentiality
01.05	Determine when and how to review the support agreement
Be able to promote the effective practice of others	
02.01	Identify organisational expectations of practitioners
02.02	Support practitioners to identify the limits of their competence
02.03	Intervene in a timely way to maintain practitioners effectiveness and resolve tensions which may exist
02.04	Provide constructive feedback on others practice
Be able to deliver support sessions to practitioners	
03.01	Agree the issues which should be covered in the sessions
03.02	Enable practitioners to reflect on their practice
03.03	Identify and agree options for practitioners specific requirements
03.04	Review support sessions and record the outcomes

Unit Specification

A/602/5203

Identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation



Qualification Framework : RQF

Title : Identify and promote the contribution of Careers Education Guidance _CEG_ within the organisation

Unit Level : Level 5

Unit Sub Level : None

Guided Learning Hours : 30

Unit Credit Value : 4

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: A/602/5203 : Identify and promote the contribution of Careers Education Guidance CEG within the organisation

Be able to gain support for the role of CEG within the organisation

Assessment Criterion - The learner can:

01.01	Identify the regional and national criteria against which CEG provision will be assessed
01.02	Present a rationale for CEG in formal and informal settings
01.03	Communicate, orally and in writing, the strategy to interested parties
01.04	Conduct discussions in a way which maintains good working relationships with interested parties

Be able to identify opportunities for promoting Careers Education Guidance (CEG) within the organisation

02.01	Establish the values, aims, policies and procedures of the organisation
02.02	Explain the current role of CEG within the organisation
02.03	Assess the potential contribution of CEG to the organisation
02.04	Identify the roles and responsibilities of those who can provide information within the organisation

Be able to implement and evaluate a strategy to promote CEG within the organisation

03.01	Develop a strategy to determine the objectives, activities and resources required to achieve strategic aims
03.02	Confirm the organisational roles, responsibilities and requirements for implementing the strategy
03.03	Evaluate the advantages and drawbacks of: Feedback forms Surveys Discussion groups Ad hoc approaches to gathering information about CEG services
03.04	Access relevant sources of information and feedback on the effectiveness of the strategy
03.05	Monitor and evaluate the profile of CEG within the organisation
03.06	Present relevant evaluation and revisions in an appropriate format and at an appropriate time

Unit Specification
D/602/5209
 Stage and manage the mediation process



Qualification Framework: RQF
 Title: Stage and manage the mediation process
 Unit Level: Level 5
 Unit Sub Level: None
 Guided Learning Hours: 30
 Unit Credit Value: 8
 SSAs: 1.3 Health and Social Care
 Unit Grading Structure: Pass
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: D/602/5209 : Stage and manage the mediation process	
Be able to establish the issues and options for each party in the mediation process	
Assessment Criterion - The learner can:	
01.01	Summarise the interventions which may be used in facilitating parties to express concerns and issues
01.02	Support each party to identify issues and agree an agenda for discussion
01.03	Identify the alternative options which might be applicable including referral to other agencies or other mediators
Be able to explore issues with parties	
02.01	Evaluate the interventions which may need to be used in facilitating the gathering and exchange of information
02.02	Facilitate the gathering and exchanging of information between parties
02.03	Respect and manage differences of position
02.04	Encourage parties to acknowledge each others perspective
02.05	Clarify and respect issues of confidentiality
Be able to assist in the identification and evaluation of potential options	
03.01	Describe the range of interventions which can be used in facilitating parties to explore and evaluate options
03.02	Ensure that the timing for exploring options and proposals is appropriate to the progress made in the mediation process
03.03	Reassure parties about confidentiality and the safety and security of discussing options
03.04	Focus discussions primarily on future possibilities rather than on past events
03.05	Facilitate parties in exploring and evaluating the implications, consequences and practicalities of the options
03.06	Identify how further options can be accessed, where progress cannot be made
Be able to build and secure agreements between parties	
04.01	Summarise the interventions which may be used in building and securing agreements
04.02	Ensure that any agreement is the result of a joint decision between parties
04.03	Identify and agree alternative suggestions where necessary
04.04	Identify moments when decisions or compromises on options can be made
04.05	Identify the basis of an agreement with the parties in order to ensure ownership
04.06	Record agreements in a suitable format

Unit Specification
F/602/5185

Enable advice and guidance clients to access referral opportunities



Qualification Framework: RQF

Title : Enable advice and guidance clients to access referral opportunities

Unit Level : Level 3

Unit Sub Level : None

Guided Learning Hours : 20

Unit Credit Value : 3

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/602/5185 : Enable advice and guidance clients to access referral opportunities	
Understand the process for referring clients to other organisations	
Assessment Criterion - The learner can:	
01.01	Explain which organisations clients are likely to be referred to.
01.02	Explain what types of information the client will need including the various formats this may need to be in
Be able to identify options for referral	
02.01	Obtain information from clients on their requirements
02.02	Obtain relevant, and current information on other services that are potentially suitable
02.03	Assess the suitability of other services
02.04	Confirm the other services acceptance criteria and procedures
02.05	Ensure the other services have the capacity and resources to deal with additional clients
02.06	Review the requirements of the clients and check them against the services provided by the other services
Be able to enable clients to take up referral opportunities	
03.01	Provide information, including advantages and disadvantages of referral, to enable clients to make an informed decision
03.02	Confirm the acceptability of the referral with the client
03.03	Plan the implementation of the referral
03.04	Facilitate the clients contact with the other services
03.05	Review the boundaries of confidentiality with the client; informing them of the information that has to be passed between the services
03.06	Agree any further information or support that is required by the client

Unit Specification
F/602/5204
 Integrate Careers Education Guidance _CEG_ within the curriculum



Qualification Framework: RQF
 Title : Integrate Careers Education Guidance _CEG_ within the curriculum
 Unit Level : Level 4
 Unit Sub Level : None
 Guided Learning Hours : 30
 Unit Credit Value : 4
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: F/602/5204 : Integrate Careers Education Guidance CEG within the curriculum	
Be able to identify opportunities to integrate Careers Education Guidance (CEG) within the curriculum	
Assessment Criterion - The learner can:	
01.01	Establish the values, policies, aims and objectives of the organisation
01.02	Confirm the roles and responsibilities of those who can assist in the integration of CEG
01.03	Prioritise potential opportunities in consultation with relevant people
01.04	Agree the nature and level of integration that could be achieved
Be able to plan and implement the integration of CEG within the curriculum	
02.01	Communicate with relevant people in a way which promotes good working relationships
02.02	Provide a clear specification of CEG goals in relation to curriculum planning
02.03	Provide information, advice and guidance to others on the resources available for the integration of CEG
02.04	Enable others to ensure that their teaching plans make effective use of opportunities to incorporate CEG objectives at course and lesson level
Be able to monitor and maintain the integration and success of CEG within the curriculum	
03.01	Establish and use procedures to monitor the integration of CEG
03.02	Gather feedback from relevant people on the integration of CEG
03.03	Review the information obtained to make valid judgements about the effectiveness of integration
03.04	Communicate with relevant people in a way which ensures their continuing support

Unit Specification

H/602/5177

Prepare to represent advice and guidance clients in formal proceedings



Qualification Framework: RQF

Title : Prepare to represent advice and guidance clients in formal proceedings

Unit Level : Level 5

Unit Sub Level : None

Guided Learning Hours : 35

Unit Credit Value : 6

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: H/602/5177 : Prepare to represent advice and guidance clients in formal proceedings	
Be able to prepare clients for formal proceedings	
Assessment Criterion - The learner can:	
01.01	Explain to clients the roles and responsibilities of those involved in the proceedings
01.02	Explain to the clients the potential advantages and disadvantages of the proceedings
01.03	Explain to the clients the stages, timescales and cost implications of the proceedings
01.04	Explain to clients both the types of information and the nature of the arguments that will be used during the proceedings
01.05	Confirm the clients understanding and secure their formal agreement for representation to begin
Be able to prepare information for the formal proceedings	
02.01	Confirm the parties involved in the case
02.02	Obtain information on the case, obtaining any additional information that may be required.
02.03	Ensure information is disclosed according to established procedures
02.04	Identify any aspects of the case that may lead to a reconsideration of its outcomes
02.05	Confirm where the case will be heard and the parties involved
Be able to prepare the presentation of the case	
03.01	Identify the key aspects of the case
03.02	Prepare a strategy for arguing the case
03.03	Identify the approach to advocacy that is likely to be successful
03.04	Identify the line of questioning that will be put to the parties involved and the potential responses to the questions

Unit Specification

J/602/5172

Assist clients through advice and guidance to review their achievement of a course of action



Qualification Framework : RQF

Title : Assist clients through advice and guidance to review their achievement of a course of action

Unit Level : Level 4

Unit Sub Level : None

Guided Learning Hours : 20

Unit Credit Value : 3

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/602/5172 : Assist clients through advice and guidance to review their achievement of a course of action	
Understand a range of methods to review achievements	
Assessment Criterion - The learner can:	
01.01	Explain the relevant models of good practice for assisting clients to review progress
01.02	Explain what types of review should take place and how often these should be carried out
Be able to review progress with clients	
02.01	Provide suitable opportunities for clients to review progress and achievements of the course of action.
02.02	Provide suitable feedback to the clients
Be able to review the key objectives and stages of the course of action	
03.01	Identify and agree with the client the objectives that have been achieved and those that have not
03.02	Identify the methods that were most effective
03.03	Review the suitability of the methods used by the clients

Unit Specification
J/602/5205
Promote Careers Education Guidance _CEG_



Qualification Framework: RQF
Title : Promote Careers Education Guidance _CEG_
Unit Level : Level 3
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: J/602/5205 : Promote Careers Education Guidance CEG	
Be able to plan the promotion of Careers Education Guidance (CEG)	
Assessment Criterion - The learner can:	
01.01	Review the outcomes of previous promotional activities to inform current plans
01.02	Evaluate the range of promotional activities that could be used, including the benefits and limitations of each for different target groups
01.03	Plan the promotional activity for CEG including: consideration of effectiveness for target group taking account of other events within the same time span
Be able to identify the most appropriate information for dissemination to a target group	
02.01	Establish the information needs of interested parties both within and external to the organisation
02.02	Present information in an appropriate style and at an appropriate time
Be able to secure the resources required for the planned promotion of Careers Education Guidance (CEG)	
03.01	Identify the resources that will be required
03.02	Present a case for securing the necessary resources
03.03	Plan the efficient use of time and other resources

Unit Specification

K/602/5200

Undertake research for the service and its clients



Qualification Framework: RQF

Title: Undertake research for the service and its clients

Unit Level: Level 4

Unit Sub Level: None

Guided Learning Hours: 40

Unit Credit Value: 5

SSAs: 1.3 Health and Social Care

Unit Grading Structure: Pass

Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: K/602/5200 : Undertake research for the service and its clients

Be able to identify sources and availability of information

Assessment Criterion - The learner can:

01.01	Identify the types of information required
01.02	Evaluate potential sources of information
01.03	Access information following the appropriate procedures
01.04	Address any related risks or problems with the collection of information

Be able to collect data to meet research objectives

02.01	Apply organisational collection principles correctly and consistently
02.02	Address any problems which occur when collecting information
02.03	Record the collected information using appropriate systems

Be able to analyse and report on the data collected

03.01	Identify the appropriate methods of analysis
03.02	Use the appropriate methods of analysis
03.03	Present a rationale for any unexpected results
03.04	Access systems for recording analysis results using agreed procedures
03.05	Present research results in a suitable format, using acknowledgements appropriately

Unit Specification

L/602/5139

Support clients to make use of the advice and guidance service



Qualification Framework: RQF
Title : Support clients to make use of the advice and guidance service
Unit Level : Level 2
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/602/5139 : Support clients to make use of the advice and guidance service	
Be able to enable clients to decide whether to use the service	
Assessment Criterion - The learner can:	
01.01	Encourage clients to clarify their requirements and circumstances
01.02	Assist clients to decide whether the service can meet their requirements, including: Identifying the appropriate information providing clients with information on the advantages and disadvantages of using the service
Be able to identify and provide accurate information required by clients	
02.01	Explore with clients the reasons for their information needs and agree how it will be provided
02.02	Identify the most appropriate information sources and retrieve the relevant information
02.03	Check the clients understanding of the information and confirm that the information provided is sufficient for their requirements.
02.04	Agree with the client any further activities necessary, including referral to alternative sources of information
Understand the services provided by other suitable services	
03.01	Explain what other suitable services are available.
03.02	Explain what is offered by these other services
Be able to provide information on other suitable services	
04.01	Provide information on other services that may be more suitable for meeting the clients requirements
04.02	Advise the client on the approach to other services
Be able to agree with clients their use of the service	
05.01	Clarify and confirm the clients requirements and how these will be met by the service
05.02	Agree the way in which services can be provided
05.03	Advise the client of the procedures for contacting and using the service

Unit Specification
L/602/5206
Negotiate and maintain service agreements



Qualification Framework: RQF
Title : Negotiate and maintain service agreements
Unit Level : Level 4
Unit Sub Level : None
Guided Learning Hours : 20
Unit Credit Value : 3
SSAs : 1.3 Health and Social Care
Unit Grading Structure : Pass
Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: L/602/5206 : Negotiate and maintain service agreements	
Be able to negotiate service provision with other parties	
Assessment Criterion - The learner can:	
01.01	Identify appropriate other parties with whom agreements have to be reached
01.02	Establish the organisations and other parties aims, policies, resources and procedures for service delivery to end users
01.03	Introduce, promote and negotiate service agreements with other parties
Be able to conduct negotiations within the agreed requirements of the provider and receiving organisation contract	
02.01	Agree roles and responsibilities of each party in relation to the service agreement
02.02	Negotiate service agreements with other parties
02.03	Liaise effectively with other parties during negotiation of service agreements
02.04	Agree, obtain and record necessary approvals and endorsements
Be able to monitor and evaluate service agreements	
03.01	Implement agreed criteria for monitoring, analysing and evaluating the effectiveness of service agreements
03.02	Identify, agree and meet the support needs of other parties
03.03	Facilitate the renegotiation of service agreements to maintain the effectiveness of the service

Unit Specification

M/602/5179

Present cases for advice and guidance clients in formal proceedings



Qualification Framework: RQF

Title : Present cases for advice and guidance clients in formal proceedings

Unit Level : Level 5

Unit Sub Level : None

Guided Learning Hours : 35

Unit Credit Value : 6

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/602/5179 : Present cases for advice and guidance clients in formal proceedings

Understand the problems that could occur with formal proceedings

Assessment Criterion - The learner can:

01.01	Explain the types of problems that could occur with formal proceedings
01.02	Explain actions that can be taken to address the problems

Be able to present cases for clients

02.01	Ensure all relevant people, documentation and associated materials are available for the case
02.02	Present the case clearly and effectively
02.03	Identify any errors or contradictions in the information relating to clients
02.04	Effectively counter the arguments of opposing parties

Be able to review the outcomes of formal proceedings

03.01	Review the outcomes of the proceedings with the clients
03.02	Clarify to the client the responses of the other parties in relation to outcomes of the proceedings
03.03	Specify the consequences of the outcomes to the clients and others
03.04	Identify which objectives have been met and which have not
03.05	Identify the potential for continuing the advocacy process and the requirements for any further action.

Unit Specification
M/602/5182
 Negotiate on behalf of advice and guidance clients



Qualification Framework: RQF
 Title: Negotiate on behalf of advice and guidance clients
 Unit Level: Level 5
 Unit Sub Level: None
 Guided Learning Hours: 35
 Unit Credit Value: 5
 SSAs: 1.3 Health and Social Care
 Unit Grading Structure: Pass
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/602/5182 : Negotiate on behalf of advice and guidance clients	
Understand the main points of negotiation	
Assessment Criterion - The learner can:	
01.01	Explain the types of negotiation strategies suitable for different types of issue
01.02	Explain what different formats of negotiation can be used
01.03	Explain what supporting documentation might be required
Be able to prepare offers that meet the clients requirements	
02.01	Review the clients requirements
02.02	Identify a negotiation strategy suitable for the clients requirements
02.03	Prepare suitable offers for clients that meet their requirements
Be able to explain offers received from other parties	
03.01	Receive offers from other parties
03.02	Consult with the clients to assess how far the offers meet requirements
03.03	Recommend the next stage in the negotiations
Be able to establish an agreement for clients	
04.01	Produce agreements that effectively meet the clients requirements and that are in the required format.
04.02	Incorporate all necessary details into the agreement and ensure it is capable of being implemented
04.03	Confirm agreements with clients at appropriate stages of the negotiations
04.04	Advise the clients why any requirements cannot be met or if there are any significant changes to the agreement.

Unit Specification
M/602/5201
 Design information materials for use in the service



Qualification Framework: RQF
 Title: Design information materials for use in the service
 Unit Level: Level 4
 Unit Sub Level: None
 Guided Learning Hours: 25
 Unit Credit Value: 4
 SSAs: 1.3 Health and Social Care
 Unit Grading Structure: Pass
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

Unit: M/602/5201 : Design information materials for use in the service	
Be able to identify the objectives of the required information materials	
Assessment Criterion - The learner can:	
01.01	Agree the particular requirements of different clients
01.02	Respond to different needs when clients requirements differ from each other
01.03	Identify how the information materials will be used throughout their life cycle
01.04	Evaluate the success of the information materials
Be able to obtain information for inclusion in the materials	
02.01	Identify sources of required information
02.02	Determine methods that can be used for obtaining and validating information
02.03	Access information using agreed methods and procedures
02.04	Address any problems identified with the collection of information
02.05	Record the information accurately in the appropriate systems
Be able to design the format of the information materials	
03.01	Determine the style and structure of the information materials to effectively deliver the contents
03.02	Agree and produce the text and graphics components of the information materials
03.03	Exchange information on the design with relevant people
03.04	Record and store information on the design in the appropriate system
Be able to edit the information materials	
04.01	Identify aspects of the information which require amending
04.02	Correct any errors, inconsistencies or inaccuracies
04.03	Record amendments made in the appropriate system

Unit Specification
R/602/5143

Assist advice and guidance clients to decide on a course of action



Qualification Framework: RQF

Title : Assist advice and guidance clients to decide on a course of action

Unit Level : Level 4

Unit Sub Level : None

Guided Learning Hours : 20

Unit Credit Value : 3

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/602/5143 : Assist advice and guidance clients to decide on a course of action	
Be able to assist clients to clarify their requirements	
Assessment Criterion - The learner can:	
01.01	Use appropriate language and pace of communication to encourage clients to identify their requirements and ideas for achieving them
01.02	Identify and agree requirements that cannot be met.
01.03	Explain to the client what other sources of support may be available
Be able to negotiate boundaries with clients	
02.01	Negotiate with the client the boundaries of the interactions
Be able to assist clients to review and prioritise their decisions	
03.01	Encourage clients to explore their decision making process and review their priorities.
03.02	Identify unrealistic requirements and identify possible alternatives.
03.03	Review with the clients the advantages and disadvantages of the selected options
Be able to assist clients select a course of action	
04.01	Assist clients to reach a decision on the most appropriate course of action
04.02	Confirm the clients autonomy in the decision making process
04.03	Identify any problems with the chosen course of action and encourage the client to take appropriate action to address them
Understand the importance of autonomy for the client	
05.01	Explain why it is important to confirm the autonomy of the client

Unit Specification
R/602/5174
 Advocate on behalf of advice and guidance clients



Qualification Framework: RQF
 Title : Advocate on behalf of advice and guidance clients
 Unit Level : Level 5
 Unit Sub Level : None
 Guided Learning Hours : 35
 Unit Credit Value : 6
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/602/5174 : Advocate on behalf of advice and guidance clients	
Be able to prepare for advocacy	
Assessment Criterion - The learner can:	
01.01	Review relevant information on the requirements of the client
01.02	Clarify with the client any additional information that may be required
01.03	Confirm who should be contacted to pursue the interests of the client
Be able to assess the potential results of the advocacy	
02.01	Identify the key aspects of clients requirements that will feature in the discussions and debates
02.02	Advise the client of how decisions are agreed between parties
02.03	Advise the client what the results of previous similar advocacy have been
Understand the details and requirements of the other parties	
03.01	Explain which services or people are usually contacted and who represents the service or people
03.02	Explain what information should be included and how it should be presented
Be able to prepare to present the clients interests	
04.01	Ensure all relevant people, documentation and associated materials are available for the presentation
04.02	Provide information to all the relevant people according to agreed timescales
04.03	Ensure oral and written presentations are clear and effective
Be able to present the clients interests	
05.01	Present clients interests in a way that emphasises the key aspects
05.02	Identify any errors or contradictions in the information relating to clients
05.03	Identify any issues presented by others and offer constructive suggestions for their resolution

Unit Specification
R/602/5207
 Facilitate learning in groups



Qualification Framework: RQF
 Title : Facilitate learning in groups
 Unit Level : Level 4
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: R/602/5207 : Facilitate learning in groups	
Be able to manage group dynamics	
Assessment Criterion - The learner can:	
01.01	Summarise the key theoretical models of group work
01.02	Use facilitation and intervening skills in group situations
01.03	Analyse how to balance the needs of tasks and group processes
01.04	Encourage group members to participate effectively and ensure that they feel comfortable
Be able to establish and maintain effective communication with group members	
02.01	Use appropriate methods of communication
02.02	Put learners at ease
02.03	Establish what factors are likely to affect learning and behaviour in groups
02.04	Identify how to address individual needs in a group setting
02.05	Recognise and deal with issues of power, conflict and authority in groups
Be able to facilitate collaborative learning	
03.01	Agree with the group, the purpose, process and intended outcomes of group activity
03.02	Summarise the different learning styles
03.03	Evaluate the range of learning activities available
03.04	Access relevant resources and support for learners
03.05	Adapt group activities to the size and composition of the group
Be able to enable individuals to reflect on the way in which they have been learning and participating in the group	
04.01	Agree and implement appropriate methods of eliciting personal views on learning
04.02	Monitor individual learners progress in a group setting
04.03	Feed back on progress made and process of learning to the group and to individual members in a positive and encouraging manner

Unit Specification
T/602/5183
 Liaise with other services



Qualification Framework: RQF
 Title : Liaise with other services
 Unit Level : Level 3
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 3
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/602/5183 : Liaise with other services	
Understand the process for liaising with other services	
Assessment Criterion - The learner can:	
01.01	Explain which other services are likely to be dealt with
01.02	Explain the types of information likely to be exchanged
01.03	Explain why it is important to check the validity of any information received
01.04	Explain who is involved in different types of information exchanges and who should receive copies of the information
01.05	Explain the types of problems that may arise and what actions can be taken to resolve them
Be able to establish procedures for exchanging information with other services	
02.01	Consult with other services on the information requirements of each service
02.02	Agree the purpose scope and procedures for exchanging information
02.03	Ensure that documented procedures, that include identifying the roles and responsibilities of those involved in any exchange of information, are produced
02.04	Disseminate procedures for the exchange of information with other services
02.05	Agree a process to regularly review and update the procedures
Be able to provide information to other services	
03.01	Confirm the information required by other services
03.02	Select the appropriate information and disseminate using agreed procedures.
03.03	Assist other services to interpret the information forwarded
03.04	Confirm that the information is sufficient, forwarding additional information if required
Be able to obtain information from other services	
04.01	Request required information from other services using the agreed procedures
04.02	Access the relevant information and confirm the validity of it
04.03	Identify any problems with obtaining information

Unit Specification

T/602/5202

Provide and maintain information materials for use in the service



Qualification Framework: RQF

Title : Provide and maintain information materials for use in the service

Unit Level : Level 4

Unit Sub Level : None

Guided Learning Hours : 15

Unit Credit Value : 3

SSAs : 1.3 Health and Social Care

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: T/602/5202 : Provide and maintain information materials for use in the service	
Be able to review the information needs of the service	
Assessment Criterion - The learner can:	
01.01	Use services criteria for evaluating the sources of information
01.02	Identify the information currently used by different areas and clients of the service
01.03	Evaluate the format the information materials are in
01.04	Agree the future needs of the organisation in relation to information provision
Be able to agree methodologies for the procurement and dissemination of information	
02.01	Evaluate the types of trends or developments which might occur when providing information
02.02	Assess the impact of information and communication technologies on the provision of information
02.03	Specify the information to be obtained and distributed
02.04	Store information according to the services policies and procedures

Unit Specification
Y/602/5208
 Prepare and set up mediation



Qualification Framework: RQF
 Title : Prepare and set up mediation
 Unit Level : Level 4
 Unit Sub Level : None
 Guided Learning Hours : 20
 Unit Credit Value : 4
 SSAs : 1.3 Health and Social Care
 Unit Grading Structure : Pass
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

Unit: Y/602/5208 : Prepare and set up mediation	
Be able to establish the appropriateness of the mediation process with each party	
Assessment Criterion - The learner can:	
01.01	Summarise and apply the principles of mediation
01.02	Explain to parties the potential and limitations of mediation, realistically and objectively
01.03	Confirm each party's understanding and where necessary clarify information
01.04	Explain alternative options in situations where mediation or the mediator are inappropriate
Be able to establish and maintain effective communication	
02.01	Clarify information, which may include rephrasing some of the information.
02.02	Establish commitment from the parties and determine what this is likely to involve
02.03	Encourage parties to make informed decisions and to exercise autonomy when reviewing other options
02.04	Encourage parties to express their feelings and concerns about the mediation process
Be able to agree and review the conditions and boundaries of mediation with parties	
03.01	Identify the likely conditions of the mediation process
03.02	Consider and agree the appropriateness of the location and venue
03.03	Explain and clarify roles and how impartiality will be maintained
03.04	Explain how mediation relates to the legal position of each party
03.05	Evaluate the outcomes of mediation