

## Factsheet 22

# Advice and Guidance

National Apprenticeship Service

### Overview

There are believed to be in excess of 1,000,000 people employed within the advice and guidance sector and many thousands more who offer advice and guidance as part of their work role.

Many job roles involve providing information, advice and/or guidance to members of the public or to other members of staff within an organisation. This includes the Connexions, Next Step and Learndirect services, call centres, visitor centres, customer/client services, help-lines, citizens advice, careers guidance, and so on.

As call centres grow, with well over 1,500 different advice lines, there is a further demand for general advice. With more and more organisations giving advice on a daily basis it is also thought to be an alternative to customer services.

Starting Salary (once qualified) – will vary depending on role and setting.

### What is an Apprenticeship

An Apprenticeship is a mix of real work and learning. Apprentices earn a wage and get experience whilst working towards a number of qualifications. An Apprenticeship follows a Level 2 programme and can lead onto an Advanced Apprenticeship which is a Level 3 programme.

### Example Job Roles as an Apprentice

- Working within Connexions Service – this will be a recognised entry route
- Support worker, peer mentor
- Voluntary and Government funded Advice Services
- Staffing telephone help-lines, supporting outreach workers
- Employment and Library Services
- Visitor Centre Personnel

### Apprenticeship Framework

There are a number of elements to each Apprenticeship and this is called the framework. Each Apprenticeship framework has three main strands:

- competence based element
- technical element
- skills element

The three strands are sometimes accompanied by additional qualifications to give the most relevant skills and knowledge required for the job.

## Competence Element

**Apprenticeship** – NVQ Level 2 Advice and Guidance Support

**Advanced** – NVQ Level 3 Advice and Guidance

## Apprenticeships Available

- Apprenticeship ✓
- Advanced Apprenticeship ✓
- Higher Apprenticeship ✗

## Technical Element

None required for completion of the framework.

## Progression Routes

- Advanced Apprenticeship
- Higher Education
- Foundation Degree
- Range of roles within Advice and Guidance settings
- Working in the Immigration Services

## Skills Element

**Apprenticeship** –

Communication level 2

Application of Number level 2

Working with Others Level 2\*

Improving Own Learning and Performance Level 1\*

Problem Solving Level 1\*

**Advanced** –

Communication level 3

Application of Number level 2

Working with Others Level 3\*

Improving Own Learning and Performance Level 3\*

Problem Solving Level 3\*

## Options within the Framework

There are a range of mandatory units as well as further options to meet your current job role. You will have the option to complete additional specialist qualifications such as Motivational Interviewing and Self Development.

## Already Employed?

Are you currently employed but not working towards qualifications? Speak to your employer about converting to an Apprenticeship and ask them to call 08000 150 600 for more information.

## Other Additional Study

- Employment Rights and Responsibilities
- A minimum of **two** enhancements required for the achievement of the Advanced Framework
- A Health and Safety qualification
- A recognised First Aid qualification

## For more Information and to Apply Visit:

[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

[www.skillsactive.com](http://www.skillsactive.com)

If you require further advice or support on Apprenticeships please contact your local Connexions or Careers Advice Service.

\*Three wider key skills do not need to be certificated separately they are embedded into the NVQ.