

# Advice, Guidance and Advocacy units

## Advice and Guidance, Level 2:

**6** units required: **3** mandatory units, plus **3** from **8** optional units

## Advice and Guidance, Level 3:

**6** units required: **3** mandatory units, plus **3** from **13** optional units

## Advice and Guidance, Level 4:

**8** units required: **4** mandatory units, plus **4** from **25** optional units

Unit no.	Unit title	Level 2	Level 3	Level 4	Select units
AG 1	Establish communication with clients for advice and guidance		M		
AG 2	Support clients to make use of the advice and guidance service	M	M	O	
AG 3	Develop interactions with advice and guidance clients		O	M	
AG 4	Interact with clients using a range of media	M	O		
AG 5	Assist advice and guidance clients to decide on a course of action		O	O	
AG 6	Prepare clients through advice and guidance for the implementation of a course of action		O	O	
AG 7	Assist clients through advice and guidance to review their achievement of a course of action		O	O	
AG 8	Advocate on behalf of advice and guidance clients			O	
AG 9	Prepare to represent advice and guidance clients in formal proceedings			O	
AG 10	Present cases for advice and guidance clients in formal proceedings			O	
AG 11	Negotiate on behalf of advice and guidance clients		O	O	
AG 12	Liaise with other services		O	O	
AG 13	Enable advice and guidance clients to access referral opportunities	O	O	O	
AG 14	Manage personal case load			M	
AG 15	Review own contribution to the service		M		
AG 16	Evaluate and develop own contribution to the service			M	
AG 17	Provide support for other practitioners			O	
AG 18	Operate within networks			M	
AG 19	Undertake research for the service and its clients			O	
AG 20	Design information materials for use in the service			O	
AG 21	Provide and maintain information materials for use in the service	O	O	O	
AG 22	Promote the position of Careers Education Guidance (CEG) within the organisation			O	
AG 23	Identify the contribution of Careers Education Guidance (CEG) to the achievement of the organisation's values, aims and objectives			O	

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AG 24	Integrate Careers Education Guidance (CEG) within the curriculum			O	
AG 25	Promote Careers Education Guidance (CEG) within the community			O	
AG 26	Negotiate and maintain service agreements			O	
AG 27	Facilitate group learning		O	O	
AG 28	Prepare and set up Mediation			O	
AG 29	Stage the Mediation			O	
AG 30	Manage The process of Mediation			O	
<b>IMPORTED UNITS</b>					
<b>Unit no.</b>	<b>Unit title</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	
Customer Service 10	Promote additional services or products to customers	O			
Customer Service 11	Process customer service information	O			
Customer Service 37	Support customer service improvements	O			
Customer Service 38	Develop personal performance through delivering customer service	M			
Health & Social Care 240	Contribute to the identification of risk of danger to individuals and others	O			
Health & Social Care 241	Contribute to the effectiveness of teams	O			
Health & Social Care 242	Receive and pass on messages and information	O			
Health & Safety Unit A	Ensure your own actions reduce risk to health and safety		O		
Work Related Violence – W5	Promote safe and positive working environment			O	
Work Related Violence – W6	Ensure your actions contribute to a positive and safe working environment		O		
Learning & Development Unit 11	Enable learning through demonstrations and instruction		O	O	