



openawards

Open Awards Level 3 Certificate in Information, Advice and Guidance

(RQF)
[603/0910/6]

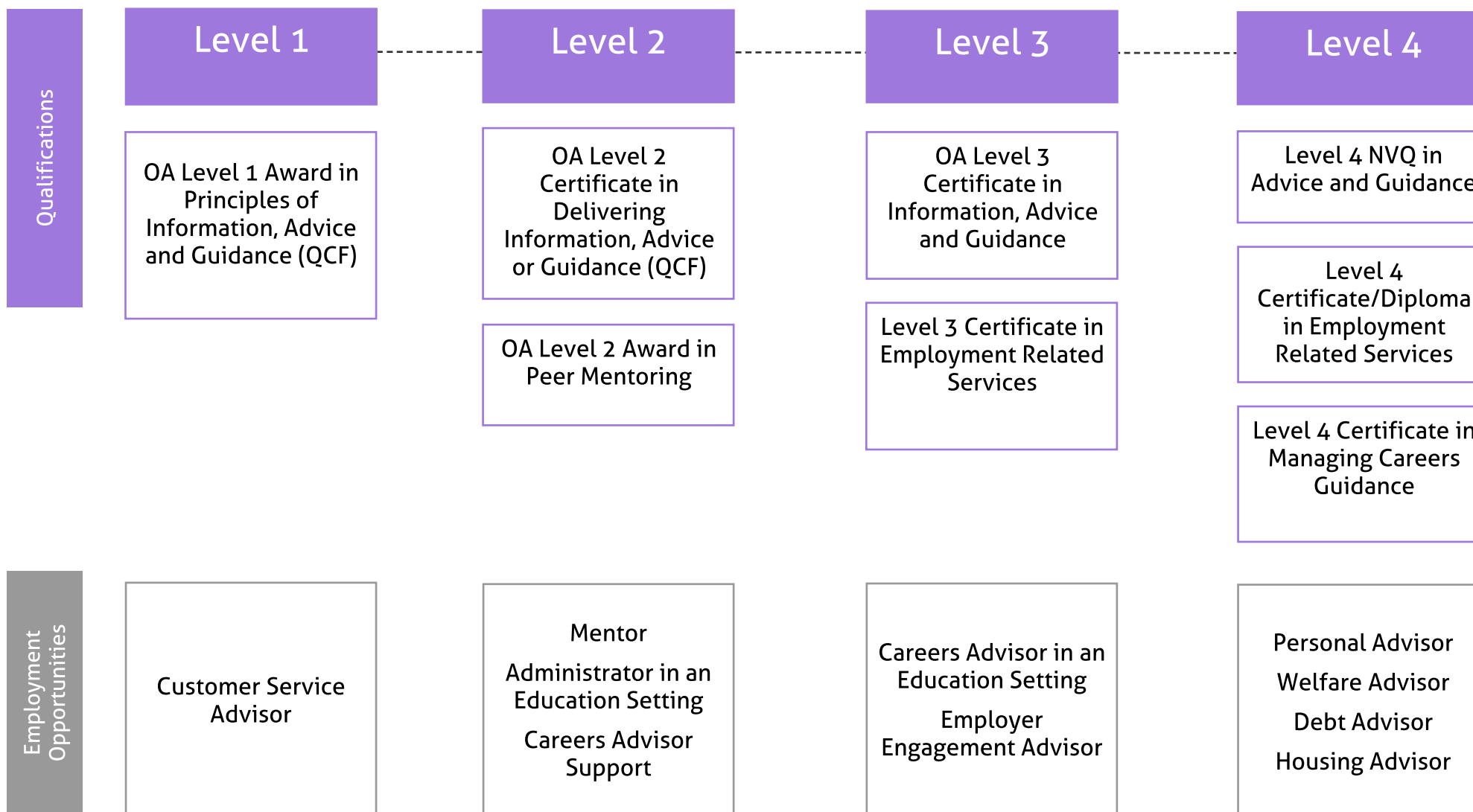


QUALIFICATION GUIDE

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Pathways to Employment Information, Advice and Guidance



About the Qualification

Title (RQF)	Open Awards Certificate in Information, Advice and Guidance (RQF)
QAN	603/0910/6
Sector	1.4 Public Services
Level	3
Funding	Please click here for more information.
Fees & Charges	Please click here for more information.
Review Date	31/12/2021

Ofqual Purpose	C – Prepare for employment in an occupational area
Ofqual Sub-Purpose	C1 – Prepare for employment in a broad occupational area

Rules of Combination	
Credit Value of the Qualification:	24
Minimum Credits to be achieved at the level of the qualification:	24
Mandatory Units A:	9 credits to be achieved
Generic Optional Group B:	A minimum of 15 credits to be achieved

Total Qualification Time/Guided Learning	
Total Qualification Time (hours)	240
Guided Learning (hours)	168

Age Range and Restrictions:	
Pre-16	x
16-18	x
19+	✓
Any other restrictions specific to the qualification	✓

Any specified entry requirements
<p>All learners working towards this qualification must be working in a relevant occupational sector with experience of delivery of information, advice and guidance at level 2.</p> <p>Learners should have literacy skills which are at a minimum of Level 2 and be able to demonstrate self-awareness and self-confidence.</p> <p>There are no other specified entry requirements.</p>
Recommended Assessment Method
<p>Learners will be required to complete a portfolio of evidence.</p> <p>Some units have specified assessment methods, including observation and assessment of</p>

practice. These requirements are specified in the assessment guidance for the individual units. For some optional units practice must be in a real work environment and in the appropriate context – with groups of clients or with individual learners.

Other Qualifications in this Suite

[Open Awards Level 1 Award in Principles of Information, Advice and Guidance \(QCF\)](#)
[Open Awards Level 2 Certificate in Delivering Information, Advice and Guidance \(QCF\)](#)

Purpose Statement



Open Awards Level 3 Certificate in Information, Advice and Guidance

The primary purpose of the Open Awards Level 3 Certificate in Information, Advice or Guidance is to provide you with the skills and underpinning knowledge required by employers where information, advice or guidance is provided. The Certificate reinforces good practice and gives formal recognition for your learning and skills developed through experience. You will be able to deliver robust information, advice or guidance that will contribute to identifying progression routes to educational, training and work opportunities.



Who is it for?

The Level 3 Certificate in Information, Advice or Guidance is appropriate for you if you are already working in this field. It could be that you are already delivering information, advice or guidance and want recognition for your work, or need to develop your skills in personalised support.



What does this qualification cover?

The credit value of the Level 3 Certificate in Information, Advice or Guidance is 24 credits. You will need to be able to commit to approximately 240 hours of learning.

The qualification is made up of 9 credits from the 2 Mandatory units; 'Information, Advice and Guidance Principles and Practice' and 'Interaction Skills for Information, Advice or Guidance'.

You can select a further minimum of 15 credits from the Optional Group of units that include 'Developing Interview Skills', 'Referral in Information, Advice or Guidance Practice', and 'Reflecting in Own Practice in Information, Advice or Guidance', 'Working with Employers in Job Brokerage', to name but a few.



What are the Entry Requirements?

As a result of the complexity of advice within a range of sectors for which the qualification is appropriate, the minimum age for access to the qualification is 19. You must be working in a relevant occupational sector with experience of delivery of information, advice or guidance at level 2, have literacy skills which are at least at level 2 and be able to demonstrate self-awareness and self-confidence.



What are the Progression Opportunities?

Once you have completed the Level 3 Certificate in Information, Advice or Guidance, you will be able to progress to a higher level of learning including:

- **Level 4 NVQ in Information, Advice or Guidance**

You will be equipped to deliver robust information advice or guidance and may want to progress onto related courses such as counselling skills, community development or working within voluntary organisations.



What are the Assessment Methods?

You must provide sufficient evidence that you have the required knowledge, skills and understanding of the assessment criteria and that it is your own work. Evidence, within your portfolio of assessment, may include assignments or projects, professional discussion, questions, witness testimonies, observation of performance, simulations and recognition of prior learning.



Who supports this qualification?

This qualification has been supported by a range of training providers with experience of delivering information, advice and guidance including: Career Connect, AQR, Holistic Partnership and

Qualification Units

Mandatory Unit Group A

QAC Code	Unit Name	Credits	Level
J/615/3721	Information, Advice and Guidance - Principles and Practice	3	Level Three
D/615/3725*	Interaction Skills for Information, Advice and Guidance	6	Level Three

Optional Unit Group B

QAC Code	Unit Name	Credits	Level
A/615/3733*	Working with Employers in Job Brokerage	3	Level Three
J/615/3783*	Developing Interview Skills for Advice Work - Debt	1	Level Three
R/615/3785*	Developing Skills for Advice Work - Employment	1	Level Three
H/615/3788*	Developing Skills for Advice Work - Housing	2	Level Three
D/615/3790*	Developing Interview Skills for Advice Work - Benefits	1	Level Three
H/615/3791*	Developing Interview Skills for Advice Work - Refugees, Immigrants or Asylum Seekers	1	Level Three
K/615/3792*	Information, Advice and Guidance Work with Groups	3	Level Three
A/615/3795	Managing Statistical Information to Support Information, Advice and Guidance Practice	3	Level Three
F/615/3796	Managing, Accessing and Creating Information Resources in Information, Advice and Guidance	3	Level Three
J/615/3797	Operating within Networks to Support Information, Advice and Guidance	3	Level Three
L/615/3798	Providing Information to Clients	3	Level Three
R/615/3799	Providing Information, Advice and Guidance to Support Learner Progression	1	Level Three
R/615/3804	Reflecting on Own Practice in Information, Advice and Guidance	3	Level Three
Y/615/3805	Understand How to Develop Career Related Interview Skills	3	Level Three
D/615/3806*	Understand Learner Progression Opportunities	1	Level Three
J/615/3816	Working with Job Seekers in Job Brokerage	3	Level Three
K/615/3808	Working within Information, Advice and Guidance Operational Standards and Frameworks	3	Level Three
M/615/3809	Using Labour Market Intelligence in Careers Guidance	3	Level Three
R/615/3754	Organising and Administering Job Brokerage	3	Level Three
J/615/3802*	Referral in Information, Advice and Guidance Practice	3	Level Three
H/615/3810*	Working with Education Providers in Information, Advice and Guidance	3	Level Three

*please note the marked units have specific assessment criteria. Please view specific unit content for more details.

Delivering this Qualification

Becoming a Centre

To deliver this qualification you must [be a recognised Open Awards centre](#). For more information, [click here](#).

Already Recognised? How to Deliver

If you are already a recognised Open Awards centre, you can deliver this qualification by [completing an New Qualification Notification Form](#). For more information, [see the Centre Handbook](#), or [speak to your Customer Service Advisor](#).

Registering Learners

Once you are ready to deliver this qualification, you will need to register your learners in line with the timescales below:

Short courses (15 weeks or less) within 25 working days of the course start date.

Full year long courses (over 15 weeks) within 60 working days of the course start date.

You will need to register your learners via the Open Awards portal. More information can be found on [our website](#) or the [Centre Handbook](#).

Quality Assurance

Delivery of this qualification must be done so in accordance with Ofqual regulatory guidelines and in line with Open Awards' quality assurance processes. Please [see our website](#) for more information.

Centre Staff Requirements

It is expected that centres will have occupationally competent staff with relevant sector experience for their role in the delivery of the units/qualifications being offered.

All those delivering units and/or observing and assessing practice for the Level 3 Certificate in Information, Advice and Guidance should have the following:

- An appropriate IAG qualification above the level at which they are teaching;
- Evidence of relevant experience in an IAG role; and
- Access to appropriate guidance and support

Although not mandatory, best practice would be **for Assessors** to hold the relevant D32/D33/A1/AQA unit(s) and Level 3 Award in Education or Training. Likewise, best practice would be for Internal Verifiers to hold the relevant D34/V1/IQA unit(s).

Centres are responsible for ensuring that their staff are occupationally competent and have access to appropriate training and support. They are also responsible for notifying Open Awards of staff changes.

Assessment

Open Awards units and qualifications have been designed around the principle that the learner will build evidence towards the achievement of the assessment criteria over a period of time.

Each learner is required to build a portfolio of evidence to demonstrate that all the assessment criteria associated with each unit has been met.

Tutors and Assessors need to ensure that all evidence presented in a portfolio is:

Valid: it should be clearly demonstrating the knowledge or skills that are set out in the assessment criteria. It should be clearly the work of the learner.

Reliable: which means that it will in general, produce the same range of responses from learners, as long as they are used in similar circumstances and with similar groups of learners.

Inclusive: so that no individual learner is excluded from the opportunity to show their achievement because of their individual background or experience.

Assessors are required to review and assess all learner evidence and must be satisfied that learners have achieved all learning outcomes and assessment criteria relating to the unit being assessed prior to deciding the learner has completed the unit. Assessors will also ensure that the evidence produced by the learner is their own work.

Assessors retain records (e.g. Feedback Sheets, Individual Progress Record, Group Progress Record) on behalf of the centre which are made available and used by the centre's internal verifier / AIV and Open Awards Quality Reviewer / External Verifier.

Verification and Standardisation

Verification is the process by which assessment decisions are confirmed. Centres delivering this qualification have a responsibility to conduct internal verification led by a trained internal verifier.

Centre approval compliance monitoring and External verification is carried out by Open Awards Quality Reviewers/External Verifiers who will confirm that the centre is assessing to standard and ensure that there are robust quality assurance systems embedded.

Further guidance on Internal Verification and Training Support for centres can be found on [our website](#)

Centres are required to contribute to national standardisation as requested by Open Awards and also to carry out appropriate internal standardisation. Open Awards offers Standardisation events that are held throughout the year. Such events will also provide an opportunity to identify and share best practice. Up to date details of training and standardisation events can be found on [our website](#)

Internal standardisation involves ensuring that, where there is more than one tutor/assessor delivering Open Awards provision or more than one site, internally set tasks and the outcomes of internal assessment are consistent across the range of courses.

Recognition of Prior Learning and Achievement (RPL)

RPL is a method of assessment (leading to the award of credit) that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they may already possess. RPL enables recognition of achievement from a range of achievements and experiences whether at work, home and at leisure and is acceptable for accrediting a unit, units or a whole qualification. Evidence of learning must be sufficient, reliable and valid.

Credit based qualifications enable learners to avoid duplication of learning and assessment through equivalences or exemptions. It is the responsibility of the centre to inform Open Awards at registration of any exemptions and/or equivalences for which a claim may be made. These claims will be subject to external verification by the Open Awards Quality Reviewer for the centre.

For more information, please see our [Recognition of Prior Learning Policy](#).

Appendices and Links

Appendix Name
Glossary of Terms
Malpractice and Maladministration Policy
Sanctions Policy
Standardisation Policy
Guidelines for Use of the Open Awards Logo
Centre Handbook
Recognition of Prior Learning Policy and Procedures
Plagiarism Policy
Invoicing Policy
Equality and Diversity Policy
Customer Service Statement
Complaints Policy and Procedures
Enquiries and Appeals Policy and Procedures
Access to Fair Assessment Policy
Report of Suspected Malpractice (Form M1)

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