

Qualifications for the Advice Sector

This document outlines qualifications that are now widely recognised and transferable within the advice sector. NVQs (National Vocational Qualifications) are competence-based qualifications that can be undertaken whilst a person is employed. They are based on national occupational standards which are statements of performance that describe what competent people in a particular occupation are expected to be able to do. NVQs are available at various levels from 1 through to 5, and the appropriate level for a person to undertake depends on the level of responsibility and autonomy a person has in their role. Diplomas, Certificates and Awards at all levels are gradually replacing NVQs and are also competence-based.

Qualification	Who is it for?	Overview of qualification
NVQs and competence based qualifications		
NVQ Advice & Guidance Levels 2,3 & 4	Level 3 is aimed at practitioners who work one-to-one with clients in a variety of settings e.g. community centres and housing and employment services.	Includes units focussing on: effective communication with clients; supporting clients; action planning for clients; referrals and signposting; and the development of information materials for use in a service. If you are interested in doing this qualification visit www.adviceuk.org.uk
NVQ Community Development Work	Aimed at all individuals who are involved in working with communities in areas such as social inclusion, regeneration and community learning.	Areas of work include: building relationships with communities; facilitating the development of community groups; supporting communities to take collective action; working with communities to identify needs, opportunities, rights and responsibilities.
NVQ Customer Service	Level 2 is aimed at those working in a reception/ information assistant role.	This NVQ looks at: providing quality customer service; promoting services and products to customers; dealing with customers face-to-face, over the phone and in writing. If you are interested in doing this qualification visit www.adviceuk.org.uk
NVQ Health & Social Care	Level 2 is aimed at people who work with	Includes units relating to: promoting, monitoring and



LOTTERY FUNDED

	individuals to support and assist them with their physical or emotional care, daily living needs or maintaining their independence.	maintaining health, safety and security; promoting choice and protection; using and developing systems to record and report.
NVQ Housing Levels 2, 3 & 4	Aimed at workers in the housing sector including local authorities, housing associations, supported housing and private sector landlords.	The qualifications focus on: administration and management of housing stock; tenant consultation and participation; and the promotion of active citizenship.
NVQ Learning and Development Level 3 & 4	Aimed at those who identify and agree learning aims and programmes for individuals and who are developing training sessions for learners.	Includes the following areas: identifying individual learning aims and programmes; agreeing learning programmes with learners; developing training sessions; and monitoring and reviewing progress with learners.
NVQ Legal Advice Levels 2,3 & 4	Level 3 is aimed at practitioners who work one-to-one with clients providing legal advice on a range of topics including welfare benefits, housing and employment.	Includes units focussing on: effective communication with clients; supporting clients; action planning for clients; providing legal advice in fields of employment, housing, debt, welfare rights etc. If you are interested in doing this new qualification visit www.adviceuk.org.uk
NVQ Management Levels 3 & 4	Aimed at managers who have accountability for performance and responsibility for determining resource allocation and operational methods. It gives them an opportunity to develop their performance in their job.	Units of the qualifications include: developing and implementing operational plans for your area of responsibility; encouraging innovation in your area of responsibility; developing productive working relationships with colleagues and stakeholders; managing business processes. If you are interested in doing this qualification visit www.adviceuk.org.uk
NVQ Youth Work Level 3 & 4	Aimed at those who work in roles providing support to young people.	Includes units focusing on: effective group work with young people; maintaining effective working relationships in a youth work setting; problem solving with young people; advocating on behalf of young people.
Certificate or Award in Working with Offending Behaviour	Aimed at staff who work directly with individuals and groups to address their offending behaviour and reduce the	Units that could be studied include: helping individuals to address their offending behaviour; preventing and managing abusive and aggressive behaviour;



LOTTERY FUNDED

Level 3 Award or Certificate in Working with Substance Abuse Level 3	likelihood of offending or reoffending. Aimed at those who work in a specialist substance misuse service with adults or children and young people or in another type of service which has regular contact with substance misusers.	supporting individuals experiencing difficulties. Includes units such as: recognising indications of substance misuse and referring individuals to specialists; supporting individuals who are substance users; identifying and acting upon immediate risk of danger to substance misusers; providing services to those affected by someone else's substance use. If you are interested in doing this qualification visit www.adviceuk.org.uk
Other Qualifications		
Advice Studies Degree	Aimed at those wishing to obtain a degree and who work or wish to work in advice centres; neighbourhood offices; national, regional and local voluntary organisations; community law centres.	The course includes introductory modules in: benefits advice; housing advice; debt advice; employment advice; consumer advice; law for advisors; and interviewing skills.
Advice Work LLB	Aimed at those wishing to obtain a degree. Students study for the Diploma in Advice Work and Law for the first two years and on completing the Diploma can study for a further year to achieve the LLB.	The course looks at: the English legal system; the law of contract; social policy; negotiation, advocacy and interviewing skills; criminal law and other units required for the LLB in Law.
Foundation degree in Advice & Guidance Level 4/5	Aimed at those working in the advice sector who want to develop the knowledge, understanding and professional/practical skills of practitioners working in the field of Advice and Guidance. Could precede the degree in Advice Work.	The course looks at: becoming a reflective practitioner; working effectively with other organisations; professional ethics and values; delivering advice and guidance through technology.
Legal Practice Course	Aimed at graduates with a law degree or graduate diploma in law. This course prepares people for a training contract with a law firm or centre, enabling them to become a solicitor.	There is a public legal services route which covers (in addition to the commercial and private core practice areas): advanced criminal practice; housing law; welfare benefits law; and immigration law.