

### Who is this NVQ for?

The Level 3 NVQ is for candidates who provide advice and guidance to clients. It will be applicable for those offering advice and guidance through a range of services including government agencies, schools, colleges, universities, training providers, prison services, trade unions, voluntary services, charities and human resources departments.

To achieve the whole qualification at Level 3, you must prove competence in THREE mandatory units and THREE option units.

### Level 3 Units

#### Mandatory units

- Unit AG1: Establish communication with clients for advice and guidance
- Unit AG2: Support clients to make use of the advice and guidance service
- Unit AG15: Review own contribution to the service

#### Option units

- Unit AG3: Develop interactions with advice and guidance clients
- Unit AG4: Interact with clients using a range of media
- Unit AG5: Assist advice and guidance clients to decide on a course of action
- Unit AG6: Prepare clients through advice and guidance for the implementation of a course of action
- Unit AG7: Assist clients through advice and guidance to review their achievement of a course of action
- Unit AG11: Negotiate on behalf of advice and guidance clients
- Unit AG12: Liaise with other services
- Unit AG13: Enable advice and guidance clients to access referral opportunities
- Unit AG21: Provide and maintain information materials for use in the service
- Unit AG27: facilitate learning in groups
- Unit (EMP6) Ensure your own actions reduce risks to health and safety
- Unit W6: Ensure your actions contribute to a positive and safe work environment
- Unit L11: Enable learning through demonstrations and instruction