

### Who is this NVQ for?

The level 4 NVQ is for candidates who provide specialist advice and guidance to clients.

Those taking the Level 4 may be working towards professional recognition. The NVQ allows recognition of competence for those offering careers education guidance, advocacy and mediation services. The range of services may include government agencies, schools, colleges, universities, prison services, trade unions, voluntary services, charities and human resources departments.

To achieve the whole qualification at Level 4, you must prove competence in FOUR mandatory units and FOUR optional units.

#### Level 4 Units

##### Mandatory units

- Unit AG3: Develop interactions with advice and guidance clients
- Unit AG14: Manage personal case load
- Unit AG16: Evaluate and develop own contribution to the service
- Unit AG18: Operate within networks

##### Option units

- Unit AG2: Support clients to make use of the advice and guidance service
- 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 AG8: Advocate on behalf of advice and guidance clients
- Unit AG9: Prepare to represent advice and guidance clients in formal proceedings
- Unit AG10: Present cases for advice and guidance clients in formal proceedings
- 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 AG17: Provide support for other practitioners
- Unit AG19: Undertake research for the service and its clients
- Unit AG20: Design information materials for use in the service
- Unit AG21: Provide and maintain information materials for use in the service
- Unit AG22: Promote Careers Education Guidance (CEG) within the organisation
- Unit AG23: Identify the contribution of Careers Education Guidance (CEG) to the achievement of the organisation's values, aims and objectives
- Unit AG24: Integrate Careers Education Guidance (CEG) within the curriculum

Unit AG25: Promote Careers Education Guidance (CEG) within the community  
Unit AG26: Negotiate and maintain service agreements  
Unit AG27: Facilitate learning in groups  
Unit AG28: Prepare and set up mediation  
Unit AG29: Stage the mediation process  
Unit AG30: Manage the process of mediation  
Unit W5: Promote a safe and positive working environment  
Unit L11: Enable learning through demonstrations and instruction