



#### Who is this NVQ for?

- Those who provide advice and guidance to clients through a range of services including:
  - ◊ Government agencies
  - ◊ Schools
  - ◊ Colleges
  - ◊ Universities
  - ◊ Prison Services
  - ◊ Trade unions
  - ◊ Voluntary services
  - ◊ Charities

## Advice and Guidance NVQ Level 3

### Mandatory Units

- Establish communication with clients for advice and guidance
- Support clients to make use of the advice and guidance service
- Review own contribution to the service

### Optional Units—choose 3

- Develop interaction with advice and guidance clients
- Interact with clients using a range of media
- Assist advice and guidance clients to decide on a course of action
- Prepare clients through advice and guidance for the implementation of a course of action
- Negotiate on behalf of advice and guidance clients
- Liaise with other services
- Enable advice and guidance clients to access referral opportunities
- Provide and maintain information materials for use in the service
- Facilitate learning in groups
- Ensure your actions contribute to a positive and safe working environment
- Enable learning through demonstrations and instruction
- Ensure your own actions reduce risks to health and safety