

**OCR Level 4 NVQ in Advice & Guidance, must achieve eight units, four mandatory & four optional units.**

**Mandatory units**

**AG3 Develop interactions with advice and guidance clients**

AG 3.1 Enable clients to explore their issues

AG 3.2 Sustain interactions with clients

AG 3.3 Bring interactions to an end

**AG14 Manage personal case load**

AG 14.1 Record and maintain case notes

AG 14.2 Review personal case load

AG 14.3 Establish priorities for dealing with personal case load

**AG16 Evaluate and develop own contribution to the service**

AG 16.1 Evaluate own practice

AG 16.2 Ensure continuing self-development

AG 16.3 Operate within an agreed ethical code of practice

**AG18 Operate within networks**

AG 18.1 Maintain memberships of networks

AG 18.2 Exchange information within networks

**Optional units**

**AG2 Support clients to make use of the advice and guidance service**

AG 2.1 Enable clients to decide whether to use the service

AG 2.2 Agree with clients their use of the service

AG 2.3 Identify and provide the information required by clients

**AG5 Assist advice and guidance clients to decide on a course of action**

AG 5.1 Assist clients to clarify their requirements

AG 5.2 Explore a range of options with clients for achieving their requirements

AG 5.3 Enable clients to select a course of action

**AG6 Prepare clients through advice and guidance for the implementation of a course of action**

AG 6.1 Assist clients to prepare an action plan

AG 6.2 Assist clients to develop the action plan

AG 6.3 Assist clients to identify how the action plan might be implemented

**AG7 Assist clients through advice and guidance to review their achievement of a course of action**

AG 7.1 Review progress and achievements with clients

**AG8 Advocate on behalf of advice and guidance clients**

AG 8.1 Prepare for the advocacy

AG 8.2 Present clients' interests

**AG9 Prepare to represent advice and guidance clients in formal proceedings**

AG 9.1 Prepare clients for the formal proceedings

AG 9.2 Prepare information for the formal proceedings

AG 9.3 Prepare the presentation of the case

**AG10 Present cases for advice and guidance clients in formal proceedings**

AG 10.1 Present cases for clients

AG 10.2 Review the outcomes of the formal proceedings

**AG11 Negotiate on behalf of advice and guidance clients**

AG 11.1 Exchange offers for clients

AG 11.2 Establish an agreement for clients

**AG12 Liaise with other services**

AG 12.1 Establish procedures for exchanging information with other services

AG 12.2 Provide information to other services

AG 12.3 Obtain information from other services

**AG13 Enable advice and guidance clients to access referral opportunities**

AG 13.1 Identify options for referral

AG 13.2 Enable clients to take up referral opportunities

**AG17 Provide support for other practitioners**

AG 17.1 Agree to support other practitioners

AG 17.2 Promote the effective practice of practitioners

AG 17.3 Deliver support sessions to practitioners

**AG19 Undertake research for the service and its clients**

AG 19.1 Identify sources and availability of information

AG 19.2 Collect information to achieve research objectives

AG 19.3 Analyse information collected from the research

AG 19.4 Report the results of the research

**AG20 Design information materials for use in the service**

AG 20.1 Identify the objectives of the information materials

AG 20.2 Obtain information for inclusion in the information materials

AG 20.3 Design the format of the information materials

AG 20.4 Create text and graphics for the information materials

AG 20.5 Edit the information materials

**AG21 Provide and maintain information materials for use in the service**

AG 21.1 Identify the requirements for information materials in the service

AG 21.2 Obtain information materials for use in the service

AG 21.3 Maintain and improve the use of information materials in the service

**AG26 Negotiate and maintain service agreements**

AG 26.1 Negotiate service provision with other parties

AG 26.2 Monitor and evaluate service agreements with other parties

**AG27 Facilitate learning in groups**

AG 27.1 Manage group dynamics

AG 27.2 Facilitate collaborative learning

**AG28 Prepare and set up mediation**

AG 28.1 Establish the appropriateness of the mediation process with each party

AG 28.2 Agree the conditions and boundaries of mediation with parties

**AG29 Stage the mediation process**

AG29.1 Establish the issues for each party

AG29.2 Explore issues with the parties

AG29.3 Assist in the identification and evaluation of potential options

AG29.4 Build and secure agreements between parties

**AG30 Manage the process of mediation**

AG 30.1 Facilitate exchanges between parties

AG 30.2 Manage conflict and address power imbalances

**WRV 5 Promote a safe and positive working environment**

W 5.1 Develop plans to promote a safe and positive working environment

W 5.2 Implement plans to promote a safe and positive working environment

**L11 Enable learning through demonstrations and instruction**

L 11.1 Demonstrate skills and methods to learners

L 11.2 Instruct learners