

Advice and Guidance

What is an Apprenticeship?

An Apprenticeship is a mix of real work and learning. Apprentices earn a wage and gain experience whilst working towards a number of qualifications. An Apprenticeship follows a Level 2 programme and can lead onto an Advanced Apprenticeship which is a Level 3 programme.

Overview

There are believed to be in excess of 1,000,000 people employed within the advice and guidance sector and many thousands more who offer advice and guidance as part of their work role.

Many job roles involve providing information, advice and/or guidance to members of the public or to other members of staff within an organisation. This includes the Connexions, Next Step and Learndirect services, call centres, visitor centres, customer/client services, help-lines, citizens' advice, careers guidance, and so on.

As call centres grow, with well over 1,500 different advice lines, there is a further demand for general advice. With more and more organisations giving advice on a daily basis it is also thought to be an alternative to customer services.

Starting Salary (once qualified) - will vary depending on role and setting.

Example Job Roles as an Apprentice

- Working within Connexions Service - this will be a recognised entry route
- Support worker, peer mentor
- Voluntary and Government funded Advice Services
- Staffing telephone help-lines, supporting outreach workers
- Employment and Library Services
- Visitor Centre Personnel

Apprenticeship Framework

There are a number of elements to each Apprenticeship and this is called the framework. Each Apprenticeship framework has three main strands:

- Competence based element
- Technical element
- Skills element

The three strands are sometimes accompanied by additional qualifications to give the most relevant skills and knowledge required for the job, these are broken down as follows:

Competence Element

Apprenticeship - NVQ Level 2 Advice and Guidance Support

Advanced - NVQ Level 3 Advice and Guidance

Technical Element

None required for completion of the framework.

Skills Element

Apprenticeship - Key or Functional Skill in Communication level 2 + Application of Number level 2 (Mandatory)

Key Skill in Working with Others Level 2 + Improving Own Learning and Performance Level 1 + Problem Solving Level 1 (Optional)

Advanced Apprenticeship - Key or Functional Skills in Communication level 3 + Application of Number level 2

Key Skill in Working with Others Level 3 + Improving Own Learning and Performance Level 3 + Problem Solving Level 3

Other Additional Study

Employment Rights and Responsibilities

A minimum of two enhancements required for the achievement of the Advanced Framework. These could include

- Health and Safety qualification
- Recognised First Aid qualification

Apprenticeships Available

- Apprenticeship Level 2 - on completion this is equivalent to 5 A* - C grade GCSE's
- Advanced Apprenticeship Level 3 - on completion this is equivalent to 2 A-levels

Progression Routes

- Advanced Apprenticeship

Options within the Framework

There are a range of mandatory units as well as further options to meet your current job role. You will have the option to complete additional specialist qualifications such as Motivational Interviewing and Self Development.

Already Employed?

Are you currently employed but not working towards qualifications? Speak to your employer about converting to an Apprenticeship and ask them to contact us on:

Email: apprenticeships@newcollege.ac.uk

Website: www.newcollege.ac.uk and www.fastforwardonline.net

Tel No: (01793) 755520

Visit www.apprenticeships.org.uk (National Apprenticeship Service)