

Level 4 Apprenticeship in Employment Related Services



**Deliver Specialist Support | Strengthen
Professional Practice | Lead with Impact**

This higher apprenticeship is ideal for experienced professionals working in advice and guidance roles who are ready to progress into supervisory or specialist positions. It supports the delivery of high-quality services and strengthens the skills needed to lead within the sector.

Learners will develop advanced capabilities in providing tailored advice, managing complex client needs and guiding other practitioners within a supportive, ethical framework.



About the Apprenticeship

This programme supports professionals in roles such as Customer Liaison, Employment Liaison Officer, Family Support Officer, Job/Employability Coach, or Project/Support Worker, helping them develop competence and progress in the advice and guidance sector.

- **Duration:** Typically 18 months
- **Delivery:** Work-based learning, reflective practice, and guided tutor sessions

What You Will Learn

- **Specialist Advice and Guidance Delivery** – Offer accurate and tailored support to clients, addressing complex or sensitive issues.
- **Case Management and Mediation** – Manage a personal caseload and facilitate mediation processes between parties when required.
- **Interagency Collaboration** – Liaise with external organisations, referring clients where appropriate and maintaining service continuity.
- **Supervision and Practitioner Support** – Provide informal leadership, mentoring, and peer support to colleagues in advice settings.
- **Communication, Digital, and Numeracy Skills** – Achieve functional qualifications to support professional reporting, client engagement, and information management.

Who is it for?

- Experienced advice and guidance practitioners looking to move into supervisory roles
- Individuals supporting people with employment, housing, health, or education advice
- Staff working in multi-agency environments who support complex client needs

Career Progression

- Progress to Level 5 Leadership, Management, or Specialist Support qualifications
- Advance into roles such as Service Lead, Senior Adviser, or Programme Coordinator
- Specialise in education guidance, housing support, employability, or family services

