

Level 3 Apprenticeship in Advice and Guidance

**Empower Individuals | Provide Support |
Promote Positive Outcomes**

This apprenticeship is designed for professionals who provide information, advice, and guidance services to support individuals in making informed choices. It is ideal for those working in community, employment, or educational settings.

Learners will develop practical and professional skills to deliver high-quality, client-focused services while managing caseloads and contributing to team performance.



About the Apprenticeship

This programme is suitable for those in roles such as Customer Liaison, Employment Liaison Officer, Family Support Officer, Job Coach, or Project/Support Worker. It supports career progression and strengthens the quality of advice and support services across Wales.

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

What You Will Learn

- **Delivering Advice and Guidance Services** – Provide effective, ethical, and client-centred guidance across a range of contexts.
- **Caseload Management and Professional Boundaries** – Organise and maintain individual support plans, manage time effectively, and respect confidentiality.
- **Engaging with Employers and Stakeholders** – Build and maintain professional relationships with partner organisations and employers.
- **Supporting Others and Team Collaboration** – Supervise junior staff where applicable and contribute to a culture of support and development..
- **Monitoring and Reporting** – Track outcomes, report to line management, and ensure accurate case recording.
- **Essential Skills in Communication, Numeracy and Digital Literacy** – Gain the functional skills needed to communicate effectively and manage information confidently.

Who is it for?

- Support workers, job coaches, and advice professionals
- Individuals working with families, young people, or those seeking employment
- Staff responsible for providing guidance and signposting in the public or voluntary sector

Career Progression

- Advance into senior roles such as Case Manager, IAG Team Leader, or Service Coordinator
- Progress to Level 4 qualifications in Careers Guidance, Youth Work, or Community Development
- Specialise in areas such as education, housing, employment support, or welfare services

