

Level 4 Higher Apprenticeship in Advice and Guidance

**Support with Expertise | Deliver Specialist
Guidance | Advance in Your Career**

This higher apprenticeship is designed for professionals working in advice and guidance roles who are ready to develop more specialist expertise, take on greater responsibility and support others in the delivery of high-quality services.

Learners will build advanced knowledge in providing accurate information, managing mediation and coordinating multi-agency support, while preparing for supervisory or managerial roles.



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, supported reflection, and one-to-one tutor guidance

What You Will Learn

- **Delivering Complex Advice and Guidance** – Provide tailored, accurate advice to clients in line with professional standards and ethical frameworks.
- **Client Relationship and Caseload Management** – Build and maintain relationships with clients, manage personal caseloads, and ensure continuity of service.
- **Mediation and Conflict Resolution** – Support and manage mediation processes with clients and stakeholders where appropriate.
- **Networking and Inter-Agency Collaboration** – Work effectively with associated services and refer clients to external support where needed.
- **Support for Other Practitioners** – Offer peer support, guidance, and contribute to professional practice within your organisation.
- **Essential Skills in Communication, Numeracy and Digital Literacy** – Develop workplace-ready skills through the completion of Essential Skills Wales qualifications.

Who is it for?

- Professionals in mid-level advice or support roles seeking progression
- Individuals supporting complex client needs across employment, housing, family or community services
- Staff ready to supervise others or coordinate multi-agency input

Career Progression

- Advance into management roles such as IAG Team Leader, Service Manager, or Specialist Advisor
- Progress to Level 5 qualifications in Leadership, Careers Guidance, or Social Work
- Expand your practice in education, youth work, criminal justice, or health and wellbeing services

