

Level 3 Apprenticeship in Employment Related Services



Guide with Purpose | Empower Clients | Build a Career in Support Services

This apprenticeship is ideal for individuals working in client-facing roles who are responsible for delivering advice, guidance and support to help others make informed choices about their lives, careers, or wellbeing.

Learners will develop the skills needed to offer ethical and effective advice services, manage caseloads and work collaboratively with colleagues, employers and partner agencies.



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 tutor support

What You Will Learn

- **Delivering Person-Centred Advice and Guidance** – Provide high-quality, inclusive support tailored to the needs of individual clients.
- **Managing Relationships and Caseloads** – Establish professional relationships with clients, manage support plans, and report outcomes.
- **Supporting Others and Promoting Team Practice** – Supervise and assist team members, share knowledge, and uphold organisational values.
- **Liaising with Employers and External Agencies** – Develop partnerships and refer individuals to appropriate services when required.
- **Communication, Digital, and Numeracy Skills** – Gain the essential functional skills required for recording, reporting, and supporting client engagement.

Who is it for?

- Individuals delivering support services in community, education, or employment settings
- Frontline workers helping clients with housing, careers, health, or life decisions
- Professionals seeking to progress into case management or supervisory roles

Career Progression

- Move into Level 4 Advice and Guidance or Careers Guidance qualifications
- Advance to roles such as IAG Coordinator, Welfare Adviser, or Programme Lead
- Specialise in sectors including youth work, employability, or social inclusion

