

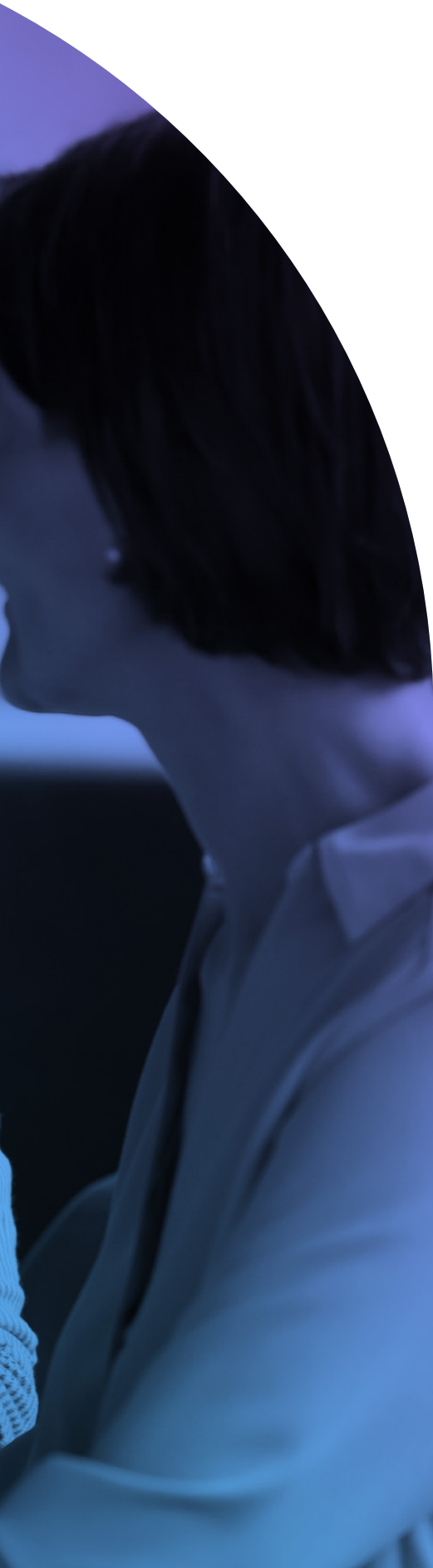


Advice & Guidance.

Level 4 Diploma in Advice and Guidance







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Distance Learning.

Our courses are distance learning, led through our online learning platform. This allows you the freedom to work at a pace that suits you from a location of your choosing.

Our online learning platform is available 24 hours a day, 7 days a week. The course has been developed by our experienced team leaders and provides a range of reading materials which are designed to help you achieve your qualification and develop your team leading skills.

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Regulated Qualifications.

The Level 4 Diploma in Advice and Guidance (RQF) is a nationally recognised qualification regulated by Ofqual. Our courses are rigorously quality assured to ensure that the highest standards are maintained for all of our learners.





Course Content.

The Level 4 Diploma in Advice and Guidance (RQF) is designed for those who already have some experience in an advice and guidance role and are looking to take the next step in their career.

This qualification is made up of the following units:

- Understand the importance of legislation and procedures.
- Develop interactions with advice and guidance clients.
- Manage personal caseload.
- Evaluate and develop your contribution to the service.
- Operate within networks.
- Support clients to make use of the advice and guidance service.
- Provide and maintain information materials for use in the service.
- Provide support for other practitioners.
- Undertake research for the service and its clients.
- Design information materials for use in the service.

We expect you to spend approximately 213 guided learning hours on completion of this qualification.





Unit 1: Overview.

Understand the importance of legislation and procedures.

Focuses on the legal and procedural framework within which advice and guidance services operate.

By the end of this unit, you will be able to:

1. Understand key legislation affecting advice and guidance services.
2. Apply relevant procedures in your advice and guidance work.
3. Ensure compliance with legal and ethical standards.



Unit 2: Overview.

Develop interactions with advice and guidance clients.

Explores advanced communication techniques for effective client interactions.

By the end of this unit, you will be able to:

1. Use advanced questioning techniques to gather information.
2. Employ active listening skills to understand client needs.
3. Adapt communication styles for different client situations.



Unit 3: Overview.

Manage Personal Caseload.

Covers strategies for effectively managing multiple client cases.

By the end of this unit, you will be able to:

1. Prioritise and organise caseloads efficiently.
2. Maintain accurate and up-to-date case records.
3. Balance caseload demands with service standards.



Unit 4: Overview.

Evaluate and develop your contribution to the service.

Focuses on self-reflection and continuous improvement in your role.

By the end of this unit, you will be able to:

1. Assess your own performance against service standards.
2. Identify areas for personal development.
3. Implement strategies to improve your practice.



Unit 5: Overview.

Operate within networks

Explores the importance of professional networking in advice and guidance services.

By the end of this unit, you will be able to:

1. Identify and engage with relevant professional networks.
2. Contribute effectively to network activities.
3. Utilise networks to enhance service provision.



Unit 6: Overview.

Support clients to make use of the advice and guidance service.

Covers strategies to empower clients to effectively use advice and guidance services.

By the end of this unit, you will be able to:

1. Explain service offerings clearly to clients.
2. Support clients in accessing appropriate services.
3. Empower clients to make informed decisions.



Unit 7: Overview.

Provide and maintain information materials for use in the service.

Focuses on creating and managing information resources for clients and colleagues.

By the end of this unit, you will be able to:

1. Develop accurate and accessible information materials.
2. Maintain up-to-date information resources.
3. Ensure information is appropriate for diverse client needs.



Unit 8: Overview.

Provide support for other practitioners.

Explores mentoring and support roles within advice and guidance teams.

By the end of this unit, you will be able to:

1. Offer guidance to colleagues on complex cases.
2. Support the professional development of team members.
3. Contribute to a positive and supportive team environment.



Unit 9: Overview.

Undertake research for the service and its clients.

Covers research skills to enhance service provision and client support.

By the end of this unit, you will be able to:

1. Conduct research to inform service improvements.
2. Analyse and interpret research findings.
3. Apply research outcomes to enhance client support.



Unit 10: Overview.

Design information materials for use in the service.

Focuses on creating effective information resources for diverse audiences.

By the end of this unit, you will be able to:

1. Design clear and accessible information materials.
2. Tailor information to specific client groups.
3. Evaluate the effectiveness of information resources.



Assessment.

To achieve the TQUK Level 4 Diploma in Advice and Guidance, learners will be assessed through internally set and marked assessments for each unit, subject to external quality assurance.

All learning outcomes must be met to achieve a pass – there is no grading.

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Course Feedback.

“Excellent course, assignments graded really quickly with good feedback. Help from tutors whenever you need it and support throughout”

- Michelle Phillips ★★★★★

“Brilliant course, very easy to follow. The practical training was delivered in a very enjoyable way, not once did I look at the time”

- Janet Pike ★★★★★

“Everything I needed to complete the Level 3 Award in Education and Training was provided by CTC Training and Development in a smart package of training and assessment. Although I didn’t use it, there was access to my tutor with various contact methods available. The presentation material was up-to-date and enjoyable to use, there was plenty of guidance for further reading which pointed me in the right direction for researching topics. Submitted assignments were graded quickly with good feedback. Overall, I was very happy with the course and would gladly use CTC again”

- Jim Lucus ★★★★★

"I completed the level 3 Award in Education and Training online, the information provided by CTC for the qualification was excellent, the portal was easy to navigate and to upload your assignments. The knowledge of Chris and Craig was first class and they were always accessible to provide guidance and help when needed, with quick feedback on your assignments. I would have no hesitation in recommending CTC to others, and if you want to achieve your level 3 Award in Education and Training CTC Training and Development is the place to go."

- John Casey ★★★★★



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Our Process.

1

View our online courses.



Call us for assistance if you're unsure what's right for you.

2

Select your course.



You can do this online and pay in part or full.

5

Dive into the course.



Write assignments and gather evidence (depending on your course requirements).

6

Support from your tutor.



You'll have a dedicated tutor who will always be available to chat and support you in your learning.

3

Get your account.

Once signed up, you'll get login details to access your course online.

4

Book an induction.

Book your induction through your tutor's diary - we'll send a link.

7

Assignment marking.

Get feedback from your tutor. If you don't pass first time, you can resubmit (it doesn't cost any extra).

8

Congratulations!

Once you complete the course in full, you'll be issued a regulated certificate!



Contact Us.

For any inquiries, please
reach out to us at
support@ctccourses.org