

Qualification Specification

603/4032/0

iCQ Level 3 Award in Information Advice and Guidance



Qualification Details

Awarding Organisation : [iCan Qualifications Limited](#)

Fees Price List Url : <https://icanqualify.net>

Qualification Type : RQF

Qualification Level : 3

Regulation Start Date : 26 January 2019

Offered In England : Yes

SSA : Direct learning support

Purpose : Confirm occupational.

Sub Purpose : Confirm competence in an occupational role.

Total Credits : 7

Min Credits at/above Level : 7

Minimum Guided Learning Hours : 50

Total Qualification Time : 70

Overall Grading Type : Pass

Assessment Methods : Portfolio of Evidence

Structure Requirements : To achieve the qualification the learner must take 7 credits from mandatory group units.

Age Ranges : 16-18; 19+

Qualification Objective : To support learners who are being introduced to an Information Advice and Guidance role.

Progression : The learner can progress to the Level 3 Diploma in Information Advice and Guidance or the Level 4 Diploma in Information Advice and Guidance.

Qualification Specification

603/4032/0

iCQ Level 3 Award in Information Advice and Guidance



Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
M) Mandatory units	Yes	2	2	2	7	7

Group M Mandatory units

URN	Title	Level	GLH	Credit
F/602/5140	Develop interactions with advice and guidance clients	3	25	4
R/602/5210	Understand the importance of legislation and procedures	3	24	3

Qualification Framework	: RQF
Title	: Develop interactions with advice and guidance clients
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 25
Unit Credit Value	: 4
SSAs	: 1.3 Health and Social Care
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: F/602/5140 : Develop interactions with advice and guidance clients

Be able to enable clients to explore their issues	
Assessment Criterion - The learner can:	
01.01	Create a suitable environment for the client to be comfortable to express their issues and concerns
01.02	Encourage the client to explore their requirements, their ideas for achieving them and any potential barriers to achievement
01.03	Encourage clients to set priorities
01.04	Identify a range of communication skills that could be used to work effectively with clients
Be able to sustain interactions with clients	
02.01	Recognise the nature and stage of the interaction and provide opportunities to sustain this
02.02	Encourage clients to provide additional information
02.03	Manage any inappropriate information given by clients
Be able to bring interactions to a close	
03.01	Provide clear opportunities for clients to end the interaction
03.02	Allow clients to decide on the next steps and agree with them any further activities or support that is needed
03.03	Review the interaction and summarise the points made

Qualification Framework	: RQF
Title	: Understand the importance of legislation and procedures
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 24
Unit Credit Value	: 3
SSAs	: 1.3 Health and Social Care
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: R/602/5210 : Understand the importance of legislation and procedures

Understand legislation and codes of practice which impact on their role	
Assessment Criterion - The learner can:	
01.01	Explain the current, national, local, professional, and organisational requirements that relate to their role including: Equal opportunities Discrimination Health and safety Security Confidentiality
01.02	Explain the importance of complying with national, local, professional and organisational requirements
01.03	Explain the consequences of non-compliance
Understand how to deal with urgent situations	
02.01	Explain what types of situation may occur that require immediate action
02.02	Explain what actions should be taken to deal with different situations
02.03	Explain who can be referred to for assistance in situations where immediate action is required
Be able to record contacts, interactions, agreements, and provision of information	
03.01	Record contacts, interactions, agreements and information provided in the appropriate systems.
03.02	Explain what systems are used for recording these interactions
03.03	Explain why it is important to use these systems
03.04	Describe any procedures relating to the use of these systems
Understand the actual or potential effect of own values, beliefs, attitudes and behaviours when working	
04.01	Explain the actual or potential effect of own values, beliefs, attitudes and behaviours when working
Understand why the effectiveness of methods may vary depending upon the situation and clients involved	
05.01	Explain how to assess the effectiveness of methods
05.02	Explain why the effectiveness of methods may vary with different clients
05.03	Explain the types of issue that might arise
05.04	Explain the actions that may be taken to address these issues
05.05	Explain the implications of not addressing these issues