

AIM Qualifications Level 3 Award in Delivering Information, Advice or Guidance Specification

601/0362/0

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Level 3 Award in Delivering Information, Advice or Guidance

www.aimgroup.org.uk/qualifications

0333 034 8833

About us

Qualification specification for Level 3 Award in Delivering Information, Advice or Guidance

AIM Qualifications and Assessment Group is a leading Awarding Organisation supplying hundreds of centres with high-quality regulated vocational and technical qualifications. We also offer non-accredited provision and apprenticeship end-point assessments.

AIM qualifications cover a range of academic levels from Entry Level to Level 6 across a wide range of subject areas. All our UK Level 3 qualifications carry UCAS tariff points which can count towards university entry requirements.

About this qualification specification

This specification is intended for tutors, internal quality assurers, centre managers and other staff within AIM recognised centres and/or prospective centres. It provides information about the structure and delivery of the qualification. The specification should be read in conjunction with the AIM Centre Handbook and other policy documents available on the website.

Offering this qualification

In order to offer this qualification, you must be an AIM recognised centre and be approved to deliver this qualification. If your centre is not yet recognised, please contact our business development team to discuss becoming an AIM recognised centre. They can advise you on the best qualifications for your organisation.

You can arrange a meeting by emailing businessdevelopment@aimgroup.org.uk or calling [0333 034 8833](tel:03330348833). More information can be found on: www.aim-group.org.uk/newcentre



Section 1 – Qualification overview



Purpose of this qualification

This qualification can be used flexibly to meet learner needs.

Depending on the context of the learning and the needs of each individual learner the Level 3 Award can:

- Develop knowledge and/or skills in order to gain recognition at a higher level or any different role
- Develop knowledge and/or skills relevant to a particular specialisation within an occupation or set of occupations
- Update knowledge and/or skills relating to technical, process or best practices changes and requirements

These Qualifications are designed to:

- Develop effective practice in area of IAG
- Understand the role and boundaries of an IAG worker
- Enhance existing practice in area of IAG
- Identify the IAG needs of clients
- Broaden knowledge in own area of IAG
- Be able to signpost clients onto relevant services.

Qualification details

| AIM Qualifications Level 3 Award in Delivering Information, Advice or Guidance | |
|--|---|
| Qualification | Vocational |
| Assessment | Portfolio of evidence |
| Grading | Pass/fail |
| Geographical coverage | England |
| Operational start date | 01/08/2013 |
| Review date | 31/05/2027 |
| Sector | 1.3 Health and social care |
| Qualification number | 601/0362/0 |
| Guided Learning Hours (GLH) | 63 |
| Total Qualification Time (TQT) | 86 |
| Minimum learner age | 19+ |
| Rules of combination | Learners must achieve both of the components. |

Regulated Qualification Framework (RQF)

The Regulated Qualifications Framework (RQF) provides a single, simple system for cataloguing all qualifications regulated by Ofqual. Qualifications are indexed by their level and size. Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three “entry levels”. Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in term of Total Qualification Time (TQT). The part of the TQT spent being taught or supervised is known as Guided Learning Hours (GLH).

Total Qualification Time (TQT) and Guided Learning Hours (GLH)

Total Qualification Time (TQT) is the number of notional hours it takes a typical learner to achieve the full qualification and is **made up of two elements:**

- the minimum number of Qualification Guided Learning Hours (GLH) - the number of Tutor led contact hours
- the number of hours spent on preparation, studying and the assessment that is non-guided

For example, the number of tutor-led contact hours (GLH) for a qualification is 30 and the number of hours spent by the learner (non-GLH) on preparation, studying and the assessment is 6 hours. Therefore, the Total Qualification Time (TQT) for the qualification is 36 hours.

Progression opportunities

This qualification is suitable for those who already deliver Information, Advice, and Guidance work, either paid or as a volunteer. This will enable learners to make informed choices and develop further skills in the area of advice work.

Entry requirements

There are no entry requirements for this qualification, except for a minimum age of 19. This is due to the complex nature of advice work and the level of competence required from the learner.

Requirements to deliver this Qualification

Centres wishing to deliver this qualification will need to demonstrate the ability to adhere to quality assurance and assessment regulations.

AIM Qualifications provide all of our centres with on-going support and advice on the use of AIM Qualifications units and qualifications, including the requirements for assessment.

Each centre should identify a centre contact who will be responsible for:

- ensuring that the centre meets all the AIM Qualifications requirements for centre recognition and adheres to all policies and procedures
- AIM Qualifications provision within the centre
- ensuring all procedures relating to the delivery of the qualification operate effectively in the centre
- ensuring all relevant AIM Qualifications documentation is distributed as required within the centre and that the security requirements for external assessment are adhered to, where applicable.



Section 2 – Qualification structure



Qualification structure and components

This section details the rules of combinations for the qualifications. Select the component titles to view the component details.

| Rules of combination for: | | Level 3 Award in Delivering Information, Advice or Guidance | |
|---|--|--|-----|
| Learners must achieve both of the components. | | | |
| Component code | Component title | Level | GLH |
| Mandatory | | | |
| J/502/7994 | Applying Interaction Skills for Information, Advice and Guidance | 3 | 42 |
| A/502/8950 | Information, Advice or Guidance - Principles and Practice | 3 | 21 |

Level descriptors

Components are assigned a level based in the current requirements for the RQF as issued by OFQUAL.

| Level | Knowledge descriptor | Skills descriptor |
|---------|---|--|
| Level 3 | <p>Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks that while well-defined, may be complex and non-routine.</p> <p>Can interpret and evaluate relevant information and ideas.</p> <p>Is aware of the nature of the area of study or work.</p> <p>Is aware of different perspectives or approaches within the area of study or work.</p> | <p>Identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine.</p> <p>Use appropriate investigation to inform actions.</p> <p>Review how effective methods and actions have been.</p> |



Section 3 – Assessment



How this qualification is assessed

Guidance on our expectations is available in the [AIM Qualifications: Assessment Handbook](#).

Reasonable adjustment and special considerations

Reasonable adjustments and Special Considerations are available for all assessments, irrespective of whether they are internally or externally set. Where a learner or group of learners may not be able to access the assessment without Reasonable Adjustments, centres should ensure that they apply in good time for relevant reasonable adjustments to be made, using the [AIM Qualifications Reasonable Adjustments and Special Considerations Policy](#) which gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.



Section 4 – Operational guidance



Offering this qualification

Centres wishing to offer this qualification must be an AIM recognised centre. New centres can apply to become a centre using the centre recognition application process on our website: www.aim-group.org.uk.

We can advise centres of the best and most efficient methods for offering this qualification. All procedures for the use of this qualification, including approval, registration of learners, verification and certification will be completed through AIM and all centres will have an allocated customer experience advisor to support them.

Approval to offer qualifications

Centres wishing to offer this qualification must complete and submit a qualification approval request. [This can be found on the AIM website when choosing a qualification](#). Some qualifications require centres to have specific resources in place and/or their assessors/internal verifiers should hold certain qualifications. Where this is the case, centres must provide evidence of resources/staff qualifications when completing the Qualification Approval request.

Registration and certification

Once your centre has approval to offer a qualification, you will be able to register learners to these qualifications via our Quartzweb portal, at this point you can also select their chosen components. Please ensure that learners are registered against the correct qualification and are aware of the rules of combination required to achieve the qualification.

For all registration and certification processes, please refer to the Quartzweb guidance document which can be downloaded from our website's [centre handbooks and forms page](#). Details of assessment, internal verification and external verification can be found in the [AIM Qualifications: Assessment Handbook](#).

Learners achieving a qualification will be issued with a qualification certificate detailing the achieved qualification and components. Learners who have not achieved a qualification will, on request, be issued with a component certificate detailing the components achieved.



Section 5 – Appendices and links



Appendices and links

Select an appendix or link from the list below to view the document.

Useful links

Link 1 - [AIM Centre handbooks and forms](#)

Link 2 - [AIM Qualifications: Assessment Handbook](#)

Link 3 - [Fees and Charges](#)

Link 4 - [Qualification Search](#)

Command verbs

| Level 3 | |
|-----------------------------|---|
| Analyse | Learners present the outcome of methodical and detailed examination either: breaking down a theme, topic, or situation in order to interpret and study the interrelationships between the parts. and/or of information or data to interpret and study key trends and interrelationships. |
| Assess | Learners present careful consideration of varied factors or events that apply to a specific situation or identify those which are the most important or relevant and arrive at a conclusion. |
| Compare and Contrast | Learners can identify the main factors relating to two or more items/situations or aspects of a subject that is extended to explain the similarities, differences, advantages, and disadvantages. This is used to show depth of knowledge through selection and isolation of characteristics. |
| Create | To produce work in response to a brief or to apply skills and techniques to meet an intention. |
| Demonstrate | Learners' work or practice shows the ability to carry out and apply knowledge, understanding and/or skills in a practical situation. |
| Describe | Learners give a clear, objective account in their own words showing recall and, in some cases application, of the relevant features and information about a subject. |
| Discuss | Explore issues, lines of reasoning and situations, articulating different viewpoints. |
| Estimate | Give an approximate decision or opinion using previous knowledge or experience. |
| Evaluate | Review information then bring it together to form a conclusion, drawing on evidence including strengths, weaknesses, alternative actions, relevant data or information. Come to a supported judgement of a subject's qualities and relation to its context. |
| Explain | Learners' work shows clear details and gives reasons and/or evidence to support an opinion, view, or argument. It could show how conclusions are drawn. |
| Justify | Learners are able to give reasons or evidence to, support an opinion, or prove something right or reasonable. |
| Outline | Learners provide a general description or plan showing the essential features of something but not the detail. |
| Summarise | Briefly present an abstract of the main points. |

| All levels | |
|------------------|---|
| Calculate | Work out a numerical problem, showing how they arrived at their answer. |