



**AIMQUALIFICATIONS**

Handbook  

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for centre staff



# AIM Qualifications

## Level 2 Award in Welfare Support Information and Advice (603/2887/3)

Version 3 - May 2022

“

I would like to convey my thanks to you all at AIM for the support and guidance you have provided during our first year as a training centre. I am aware we have asked a lot of questions and sent a lot of emails and you have dealt with every query swiftly and efficiently combined with a lot of patience.

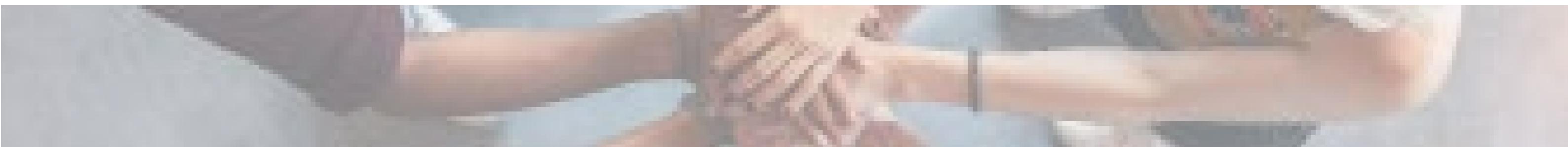
It has been a roller coaster of a year setting up everything from scratch but it has been made easier by having access to you all.

Carol Harmston, AIM Centre

”

## Document Version History

Version Number	Date	Description
2	September 2019	Rebrand - 'AIM Awards' changed to 'AIM Qualifications' Qualification family added to qualification details grid (page 8) Geographical coverage updated to include Wales (page 8)
3	May 2022	Review date updated to 31/12/2023 on page 8 for Level 2 Award in Welfare Support Information and Advice (603/2887/3)



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## Introduction

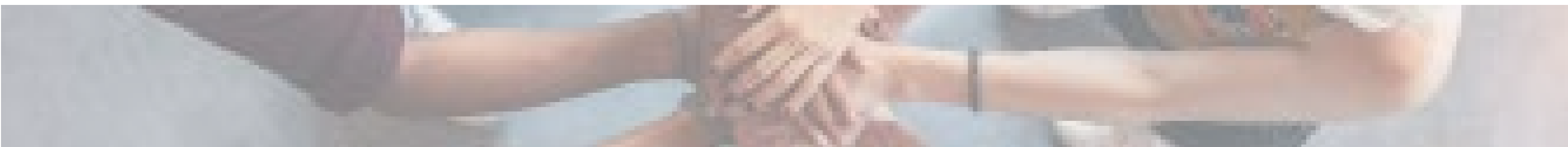
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Welcome to the AIM Qualifications Level 1 Award in Welfare Support Work Qualification Handbook. This Handbook contains everything you need to know about this qualification and is intended for Tutors, Assessors, Internal Verifiers and other staff involved with the planning, delivery and assessment:

This is a live document and as such will be updated when required. You will be informed via email when changes are made and it is your responsibility to ensure the most up-to-date version of the Qualification Handbook is in use.

## About Us

AIM is a national and international Awarding Organisation. We offer a large number of regulated qualifications at different levels and in a wide range of subject areas, Access to Higher Education Diplomas and End Point Assessments. Our products are flexible enough to be delivered in a range of settings, from small providers to large colleges and in the workplace both nationally and internationally. We pride ourselves on offering the best possible customer service, and are always on hand to help if you have any questions. Our organisational structure and business processes enable us to be able to respond quickly to the needs of customers to develop new products that meet their specific needs.



# Qualification Overview

## Section One

### About this Qualification

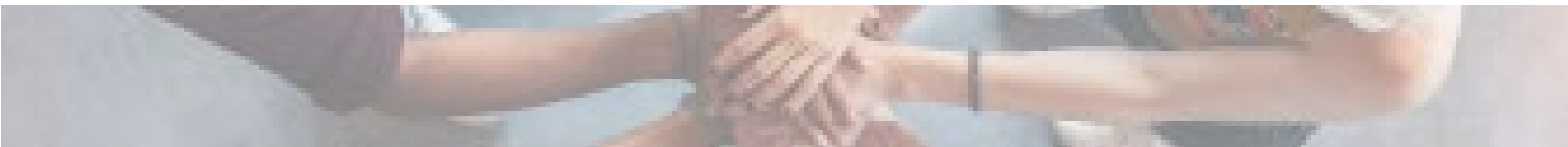
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The AIM Qualifications Level 2 Award in Welfare Support, Information and Advice is aimed at anyone who wishes to carry out an information and advice support role (in the context of welfare support and related services).

- know about a welfare support organisation
- know about the role of a welfare support worker
- know about different services available from other agencies
- know how to deal with issues of confidentiality
- know about methods of interaction when working with clients

The welfare support work sector provides a range of services to help people who may need information, advice and signposting to relevant support services. This may be provided by a range of differing information and advice agencies, for example community support organisations, benevolent associations, (such as those funded by the Armed Forces Benevolent Funds), Veterans UK, welfare organisations (which support specific professions).

These agencies may provide direct services and/or the means to identify the need for specific services when dealing with a wide variety of potential life and work issues.



## Qualification Details

<b>Qualification</b>	
<b>AIM Qualifications Level 2 Award in Welfare Support Information and Advice</b>	
<b>Qualification Family</b>	Flexibilities
<b>Assessment</b>	Internally set, internally marked and externally verified portfolio of evidence
<b>Grading</b>	Pass/Fail
<b>Progression Opportunities</b>	Learners may progress into volunteering or employed roles which provide information and advice in the context of welfare support services, or into further learning such as Level 2 Award and Certificate in Delivering Information, Advice or Guidance, for those who deliver information and/or advice as part of their role.
<b>Geographical Coverage</b>	England, Wales
<b>Operational Start Date</b>	24/01/2018
<b>Review Date</b>	31/12/2023
<b>Sector</b>	1.3 Health and Social Care
<b>Qualification Number</b>	603/2887/3
<b>Learning Aim Reference</b>	60328873
<b>Guided Learning Hours (GLH)</b>	24
<b>Total Qualification Time (TQT)</b>	26
<b>Minimum Learner Age</b>	18+
<b>Rules of Combination</b>	Learners must achieve the single essential component to achieve this qualification.

## Total Qualification Time and Guided Learning Hours

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

Learners may progress into volunteering or employed roles which provide information and advice in the context of welfare support services, or into further learning such as Level 2 Award or Certificate in Delivering Information, Advice or Guidance, for those who deliver information and/or advice as part of their role.

## Entry Guidance

There are no specific entry requirements for this qualification.

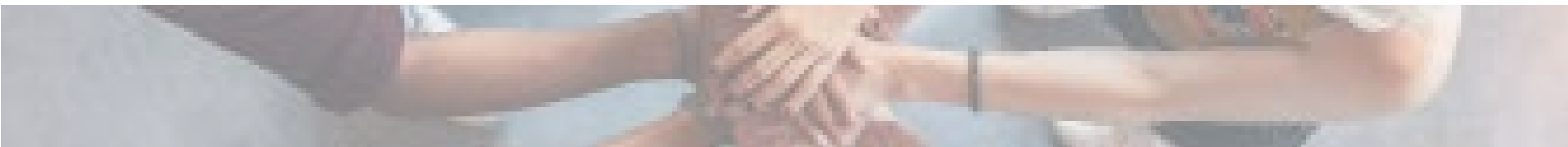
## Qualification Dates

The qualification review date is the date by which we will have carried out a review of the qualification. We work with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases, we'll extend the qualification and set a new review date. If we make a decision to withdraw a qualification, we'll set an operational end date.

We will post information relating to changes or extensions to qualifications on our website and centres approved to offer the qualification will be kept updated. The certification end date will be three years from the operational end date.

## Resource Requirements

There are no specific resource requirements for this qualification. You must ensure that your centre has appropriate resources in place to deliver the component in this qualification.



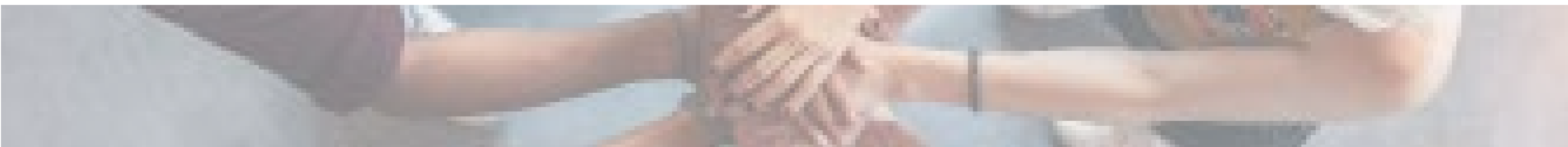
# Qualification Structure and Components

## Section Two

## Qualification Structure and Components

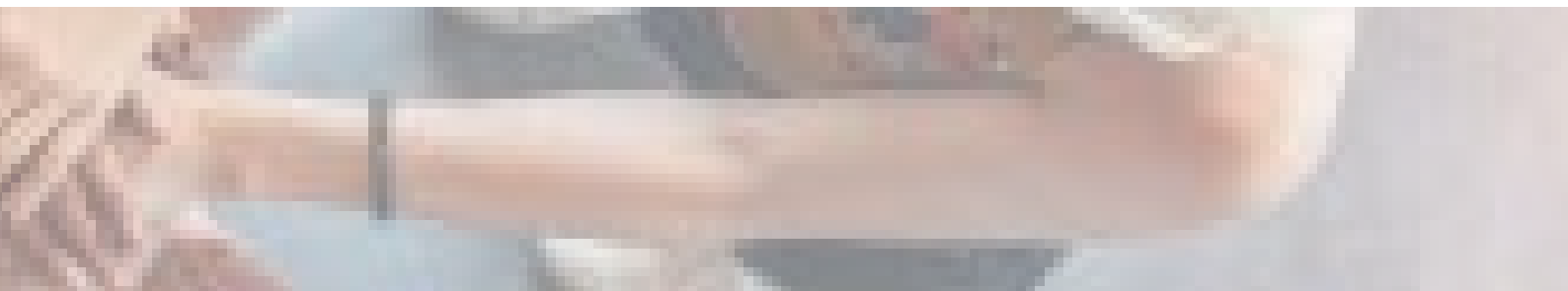
This section details the rules of combinations for this qualification. Select the component title to view the component details.

Rules of combination for: : AIM Qualifications Level 2 Award in Welfare Support Information and Advice			
Learners must achieve the single essential component to achieve this qualification.			
Component Code	Component Title	Level	GLH
<b>Essential</b>			
T/616/8537	Welfare Support Information and Advice	Two	24



# Section Three

## Assessment



## Centre Staff Requirements

As an Awarding Organisation, we require that:

Tutors have relevant teaching experience and/or a qualification, and experience and/or a qualification in the relevant subject area. Suitable teaching qualifications include:

- Level 3 or 4 Preparing to Teach in the Lifelong Learning Sector (PTLLS) or above
- Level 3 Education and Training or above
- Diploma or Certificate in Education
- Bachelors or Masters Degree in Education

Assessors have an assessor qualification or evidence of recent relevant experience. Suitable assessor qualifications include:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- A1 Assess Candidate Performance using a Range of Methods
- D32 Assess Candidate Performance and D33 Assess Candidate using Differing Sources of Evidence

Internal Verifiers (IV) have an internal verification qualification or evidence of recent relevant experience. Suitable internal verification qualifications include:

- Level 4 Award in Internal Quality Assurance of Assessment Processes and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
- V1 Conduct Internal Quality Assurance of the Assessment Process
- D34 Internally Verify the Assessment Process

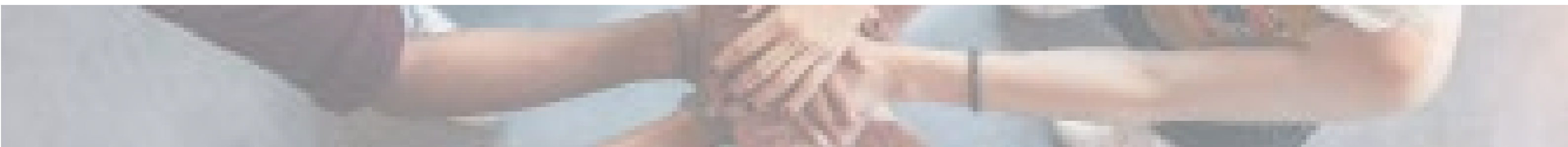
**In addition, Assessors and IVs must:**

**have an occupational background which demonstrates experience in the information, advice or guidance sector, welfare support work or related occupations**

## How this qualification is Assessed

**This qualification is assessed through an internally set, internally marked and externally verified portfolio of evidence.** A summary of the assessment is shown below. Guidance on our expectations is available in 'A Guide to Assessing AIM Qualifications' available on the AIM website ([www.aim-group.org.uk](http://www.aim-group.org.uk)).

Components	Set by the centre			Set by AIM					
	Component Code	Component Title	Level	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
T/616/8537	Welfare Support Information and Advice	Two	✓	–	–	–	–	–	–



# Operational Guidance

## Section Four

### 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](http://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 the Qualification

Centres wishing to offer this qualification must complete and submit a Qualification Approval request (found on the AIM website). 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

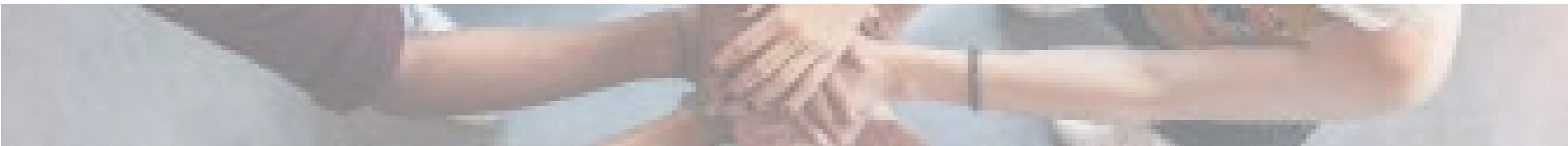
Once your centre has approval to offer a qualification, you will be able to register learners using the AIM portal. Learners must be registered onto the correct qualification via the portal. Centres then select their chosen components.

For all registration and certification processes, please refer to the portal guidance document which can be downloaded from our website ([www.aim-group.org.uk](http://www.aim-group.org.uk)). Details of assessment, internal verification and external verification can be found in Appendix 1 - A guide to assessing AIM qualifications of this 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.

### Fees and Charges

The AIM Fees and Charges brochure includes all qualification charges and is available on our website. Please note that registrations will not be processed if centre fees have not been paid.



# Section Five

## Appendices

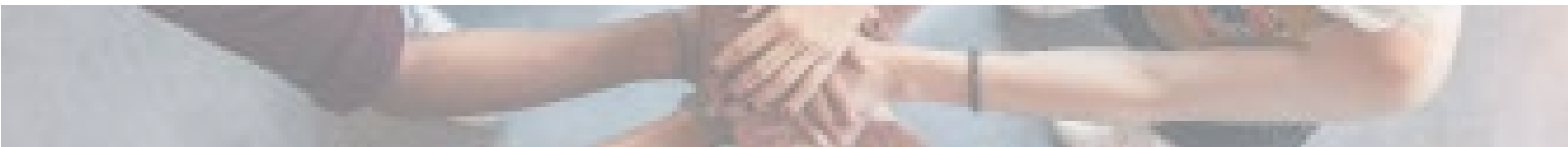
### APPENDICES AND LINKS

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

#### Appendix Name

A Guide to Assessing AIM Qualifications





+44 (0)1332 341822



[enquiries@aim-group.org.uk](mailto:enquiries@aim-group.org.uk)



[www.aim-group.org.uk](http://www.aim-group.org.uk)

AIM Qualifications and Assessment Group

3 Pride Point Drive

Pride Park

Derby

DE24 8BX