

**Candidate  
Information  
Booklet**

**IRC277690  
Careers Adviser  
Department for the Economy (DfE)**

**Completed Application Forms  
must be submitted to  
HRConnect no later than 12  
noon (UK time) on  
*Friday 5<sup>th</sup> August 2022***

**Please retain a copy of this  
booklet for your reference  
throughout the selection  
process.**

# Department for the Economy (DfE)

## Communication between HRConnect and you

HRConnect will issue electronically as many competition communications as possible, you should therefore check your email account, including junk mail folder, to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

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## FOREWORD

Thank you for your interest in this post with the Department for the Economy's (DfE's) Careers Service. The Department's Careers Service provides an impartial, all-age careers information, advice and guidance service, to help young people, parents and adults make informed choices about their future career paths.

The work of the careers service is driven by the policy commitments outlined in "Preparing for Success 2015-2020"<sup>[1]</sup>, A Strategy for Careers Education and Guidance' which was published by the Department of Education and the Department for Employment and Learning in March 2016. The strategy aims to support individuals to fulfil their potential through increased and successful participation in education, training and employment. An effective careers system also plays a key role in promoting lifelong learning and in the rebalancing of labour market supply and demand as outlined in the Skills Strategy for Northern Ireland and Skills for a 10x Economy.

The Careers Service offers challenging, interesting and rewarding work that will use your professional career guidance skills, working with a diverse range of clients who present with varying careers guidance needs. We provide the opportunity to work in a progressive service offering innovative methods of delivering services and excellent continuous professional development. This coupled with promotion prospects and an attractive benefits package make for a rewarding career with one of Northern Ireland's largest employer.

The job description and person specification sets out the requirements and skills that are required for the post. If you are highly motivated and can deliver results in a challenging and dynamic environment we would be very interested to hear from you.

Thank you very much for expressing an interest in this recruitment competition.

I hope that you will find our information pack helpful.

**Frances O'Hara**  
**Head of Careers Service**

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<sup>[1]</sup>Preparing for Success 2015-2020 [Preparing for success | Department for the Economy \(economy-ni.gov.uk\)](http://economy-ni.gov.uk)  
[Skills Strategy for Northern Ireland. Skills for a 10X Economy. \(economy-ni.gov.uk\)](http://economy-ni.gov.uk)

## **BACKGROUND**

The Department for the Economy's Careers Service provides an impartial, all-age careers information, advice and guidance service, to help young people, parents and adults make informed choices about their future career paths. This service is available to everyone whether they are employed, unemployed, in training or in education, including students in schools and further and higher education.

The aim of the Careers Service is:

“To develop and deliver an effective, impartial and professional careers service to help people realise their career aspirations, enabling them to contribute positively to their community and to the NI economy.”

The Careers Service employs professionally qualified careers advisers based in Careers Resource Centres and Jobs and Benefits Offices throughout Northern Ireland. Careers advisers work in a variety of locations and contexts with young people and adults for example: Schools, Colleges, Training Contractors, Careers Resource Centres, and in the community through expanding outreach work.

All careers advisers are members of Career Development Institute and are required to subscribe and practice within the CDI Code of Ethics.

Applicants are required to select the areas where they would be prepared to accept an offer of appointment.

Those appointed will be required to travel to Schools, Colleges, Training Contractors and Employers within their areas on a frequent basis. They must have access to a form of transport, which will permit them to carry out the duties and requirements of the post in full.

Further information about the Careers Service can be obtained at:  
[www.nidirect.gov.uk/careers](http://www.nidirect.gov.uk/careers)

## **KEY RESPONSIBILITIES**

**The main duties and responsibilities of a careers adviser are to:**

- assist young people and adults to make decisions about their future careers by providing information, including labour market information, advice and guidance about opportunities in continuing education, training and employment;
- provide client centred careers advice and in-depth guidance to young people and adults in a range of settings and through various delivery channels;
- negotiate, plan, deliver, monitor and evaluate a programme of careers guidance which complements the school/college/training organisation-based careers education and guidance programme and delivers on careers service business objectives;
- actively case manage and support young people during the transition from school to a sustained positive destination in education, training or employment;
- establish and maintain good working relationships with external organisations, for example Social Services, Leaving and After Care Teams and the Youth Justice Agency. This is to ensure that barriers to career planning are addressed and that appropriate referral mechanisms are in place to enable the client to sustain an option within education, training or employment;
- provide information, advice and guidance in relation to DfE funded programmes, including careers guidance to young people prior to and in training;
- raise awareness and promote the range of services offered by the Careers Service to customers, stakeholders and external organisations; and
- undertake continuous professional development and keep up to date with labour market information, legislation, professional and academic developments.

**This list is not exhaustive, but gives a good indication of the main duties of the post that are appropriate to the grade and discipline.**

## TERMS AND CONDITIONS

There are currently a number of full time permanent posts available.

Further permanent and temporary appointments may be made from this competition should NICS Career Adviser positions become vacant.

**Candidates will be asked to indicate on their application form whether they wish to be considered for permanent and/or temporary vacancies and a separate merit list will be created for each. If offered a temporary vacancy, you will retain your place on the permanent list. If offered a permanent vacancy, your name will be removed from the temporary list. Temporary appointments will last for a period of up to 51 weeks.**

**Applicants will only receive one offer of permanent appointment from this competition. If an applicant refuses an offer of permanent employment for any reason, they will be withdrawn from the competition.**

**The merit list resulting from this competition will be valid for a period of up to one year.**

### Location

Successful candidates will be based in one of the careers office locations throughout Northern Ireland. However, to build on our response to the Covid-19 pandemic and prepare for the future, a hybrid style of work which blends working at home (and remotely) with working in the office will be in the context of the emerging NICS 'New Ways of Working' policy.

Applicants are required to select in order of preference, 1-4, the area(s) where they would be prepared to work, with 1 being the first preference. Please note applicants are not required to select all areas and that in selecting areas you should ensure that you **can and are willing to travel to the location**. If successful you will only be offered a post in one of your selected area(s) and your name will be removed from the list of successful applicants for other area(s).

**Area A:** Belfast, Antrim, Ballymena, Lisburn, Carrickfergus, Bangor

**Area B:** Londonderry/Derry, Coleraine, Ballymoney, Magherafelt, Limavady, Strabane

**Area C:** Omagh, Cookstown, Enniskillen

**Area D:** Newry, Armagh, Portadown, Lurgan, Banbridge, Downpatrick, Ballynahinch

**\*\*At the time of advertising for this post, Careers Advisers are working remotely and delivering services by Careers Office location\*\***

## Salary

Salary will be within the range £28, 706 - £29, 307 within which pay progression will be performance related.

Starting salary will be at the minimum of the scale. If the successful candidate is an existing civil servant, normal pay on promotion/re-grading arrangements will apply.

## Pensions

The NICS offers all employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at [www.finance-ni.gov.uk/civilservicepensions-ni](http://www.finance-ni.gov.uk/civilservicepensions-ni)

## Holidays

In addition to public and privilege holidays, currently 12 days, the annual leave allowance will be 25 days, rising to 30 days after 5 years' service.

## Hours of Work

The normal conditioned hours of work are full-time: 42 hours per week which includes a 1 hour meal break (37 hours net) Monday to Friday. Most offices work flexi-time.

## Vetting

For this post successful candidates will be required to satisfy a pre-employment check undertaken by AccessNI in accordance with Safeguarding Vulnerable Groups (NI) Order 2007 (as amended by the Protection of Freedoms Act 2012).

## Probation

Candidates should note that a 12 month probationary period applies to these posts and that candidates' performance will be formally assessed twice during their probationary period, i.e. at five months and 9 months from their start date. **If candidates do not meet the performance requirements of the post at the 12 month stage then their contract will be terminated.**

Candidates who hold the NVQ L4 in Advice and Guidance (pre 2011) but do not hold the Certificate in Career Guidance Theory (CCGT) will be required, during their probationary period, to undertake and successfully complete the 3 mandatory units of the Certificate of Career Guidance Theory (CCGT). The Department will support successful candidates by funding the course fee to undertake the CCGT delivered by the Open University.

Failure to achieve this qualification within this time period will result in termination of their appointment.

## **Career Development**

The NICS is committed to career development and offers attractive career prospects across a wide variety of roles and professions. Career development is an integral part of the performance management system. Personal Development Plans identify learning and development needs with a view to enhancing skills and capabilities. NI Civil Servants have access to a wide range of internal job opportunities, including secondments with external organisations and are encouraged and supported in proactively managing their career.

## **Conflict of Interest**

It is a basic requirement of all Civil Servants that their private activities should not bring them in to conflict with their official duties.

Conflict of Interest is not limited to the individual's own private, financial or other interests, as family, friends and associates may also have dealings which affect the Department's business directly or indirectly. Therefore to avoid any conflict or potential conflict and to demonstrate impartiality to the public at all times, an officer must not, without prior approval, engage in any activity which could be considered to be in conflict with official business.

## **Further Information**

Applicants wishing to learn more about the post before deciding to apply may telephone Anna Wylie on 07790369612 or email [anna.wylie@economy-ni.gov.uk](mailto:anna.wylie@economy-ni.gov.uk) or Johnny Nolan on 07980946658 or email [johnny.nolan@economy-ni.gov.uk](mailto:johnny.nolan@economy-ni.gov.uk).

If you have any questions about the competition process, or require any documentation in an alternative format, you should contact HRConnect on 0800 1 300 330 or email: [recruitment@hrconnect.nigov.net](mailto:recruitment@hrconnect.nigov.net).



## ELIGIBILITY CRITERIA

Applicants must, by the closing date for applications:

1. (a) Diploma in Careers Guidance (DCG) Parts I and II.

**OR**

(b) Qualification in Careers Guidance (QCG) or Qualification in Careers Guidance and Development (QCGD) (Scotland) or Qualification in Career Development (QCD from 2017).

**OR**

(c) S/NVQ Level 4 in Advice and Guidance (pre 2011), which includes specified units as detailed in Annex A.

DfE specifies that candidates holding an S/NVQ Level 4 in Advice and Guidance (pre 2011) are **also** required to:

- (i) hold the Certificate in Career Guidance Theory (CCGT)

**OR**

- (ii) successfully complete the Certificate in Career Guidance Theory (CCGT) during their probationary period.

**OR**

(d) QCF Level 6 Diploma in Career Guidance and Development, which includes specified units as detailed in Annex A.

**Please note:**

- You should ensure that you provide evidence of your experience in your application form, giving length of experience, examples and dates as required.
- It is not sufficient to simply list your duties and responsibilities.
- The selection panel will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained.
- If you do not provide sufficient detail, including the appropriate dates needed to meet the eligibility criteria, the selection panel will reject your application.
- The examples you provide should be concise and relevant to the criteria. This is very important as the examples which you provide may be explored at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role the panel are interested in, not that of your team or division.
- State clearly your personal involvement in any experience you quote. State "I" statements e.g. I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out a piece of work that the panel will be interested in.
- ONLY the details provided by you in your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining your eligibility for the post. Please do not include your name in the employment history or eligibility criteria sections.
- The NICS Competency framework can be accessed via [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk)

## **COMPETENCE BASED INTERVIEWS**

Selection panels will design questions to test the applicant's knowledge and experience in each of the above areas and award marks accordingly.

No notes or personal documentation may be brought into the interview room.

### **1. Changing and Improving**

People who are effective in this area are responsive, innovative, and seek out opportunities to create effective change. For all staff, it is about being open to change, suggesting ideas for improvements to the way things are done, and working in smarter, more focused ways.

**Marks available 20**

**Minimum standard: 12**

### **2. Making Effective Decisions**

Effectiveness in this area is about being objective, using sound judgement, evidence, and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well reasoned, justifiable decisions.

**Marks available 20**

**Minimum standard: 12**

### **3. Leading and Communicating**

At all levels, effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. It is about supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens.

**Marks available 20**

**Minimum standard: 12**

### **4. Managing a Quality Service**

Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. People, who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project management approaches appropriately and effectively to support service delivery and tackle fraud and error.

**Marks available 20**

**Minimum standard: 12**

## **5. Collaborating and Partnering**

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the NICS, to help to achieve business objectives and goals. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions.

**Marks available 20**

**Minimum standard: 12**

## **6. Delivering at Pace**

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.

**Marks available 20**

**Minimum standard: 12**

**Total Marks Available: 120**

**Overall Pass Mark: 72**

## **INTERVIEWS**

It is intended that interviews for this post will take place via Webex during September.

## **NICS COMPETENCY FRAMEWORK**

The selection process will assess candidates against the NICS competency framework at level Executive Officer 1 (EO1).

The NICS competency framework sets out how all NICS employees should work. It puts the Civil Service values of integrity, honesty, objectivity and impartiality at the heart of everything they do, and it aligns to the three high-level leadership behaviours that every civil servant needs to model as appropriate to their role and level of responsibility: Set Direction; Engage People and Deliver Results.

Competencies are the skills, knowledge and behaviours that lead to successful performance. The framework outlines ten competencies, which are grouped into three clusters. The competencies are intended to be discrete and cumulative, with each level building on the levels below i.e. a person demonstrating a competency at level 3 should be demonstrating levels 1 and 2 as a matter of course.

The Northern Ireland Civil Service competency framework can be accessed via [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk)

**It is important that all candidates familiarise themselves with the competency framework as this forms the basis of selection process. Should you require assistance in accessing the competency framework please contact HRConnect.**

## GUIDANCE FOR APPLICANTS

### APPLICATION FORM

You can apply online at [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk).

Please refer to the Candidate Information Booklet before making your application and retain a copy for your reference. The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the eligibility/shortlisting criteria. **All** parts of the application form **must** be completed by the applicant before this application can be considered. Failure to do so may result in disqualification.

#### **Please note:**

- We will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms, unless it is specifically requested in the application form and candidate information booklet.
- All applications must be submitted by the advertised closing date and time.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- HRConnect will not examine applications until after the closing deadline.
- Do not use acronyms, complex technical detail etc. State for the reader who may not know your employer, your branch or your job.
- Only the employment history, eligibility and shortlisting sections will be made available to the panel.
- When completing the online application, your information is saved as you move through the pages. You may leave the application at any time, providing you have clicked on the 'Save & Continue' button. Once your application has been submitted the option to edit will no longer be available.
- The session timeout for the online application is 40 minutes, if you do not save or change page within this time you will automatically be logged out and any unsaved work will be lost.
- You must click SUBMIT once you have finished your online application. You will receive an acknowledgement email. Please contact HRConnect if you do not receive an acknowledgment email within 24 hrs.

## **Help with making your application**

You can get advice or assistance with making an application from your local Jobs and Benefits Office - contact details are available on NIDirect: <https://www.nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices>

You can also get advice or assistance from local disability employment organisations. To find out more about local disability employment organisations contact Northern Ireland Union of Supported Employment (NIUSE), an umbrella group for individuals and organisations promoting opportunities for people with disabilities to access and maintain employment, email [info@niuse.org.uk](mailto:info@niuse.org.uk), tel. 0044 (0)28 71 377709, text phone 0044 (0) 28 71 372077

## **GUIDANCE FOR APPLICANTS**

### **INTERVIEW PREPARATION**

**If this is your first experience of a competence-based interview, bear in mind that it does not require you to:**

- Talk through previous jobs or appointments from start to finish;
- Provide generalised information as to your background and experience; or
- Provide information that is not specifically relevant to the competence the question is designed to test.

**A competence-based interview does however require you to:**

- Focus exclusively, in your responses, on your ability to fulfill the competences required for effective performance in the role; and
- Provide specific examples of your experience in relation to the required competence areas.

**In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:**

- Situation – briefly outline the situation;
- Task – what was your objective, what were you trying to achieve;
- Action – what did you actually do, what was your unique contribution;
- Result – what happened, what was the outcome, what did you learn.

The panel will ask you to provide specific examples from your past experience to demonstrate the range of behaviours associated with the competences being assessed. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work / life experiences.

For professional and technical posts, questions may be framed in the context of professional elements of the post.



## GENERAL INFORMATION

### **The Merit Principle**

In accordance with the Office of the Civil Service Commissioners' Recruitment Code, appointments to the NICS are made under the 'merit principle', where the best person for any given post is selected in fair and open competition.

Further information on the Civil Service Commissioners can be found at [www.nicscommissioners.org](http://www.nicscommissioners.org).

### **NICSHR Privacy Notice**

NICSHR are committed to protecting your privacy. HRConnect manage job applications on behalf of NICSHR, in line with the NICSHR privacy notice available via [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk)

### **Offers of Employment**

Candidates will only receive one offer of appointment which, if not accepted, will generally result in withdrawal from the competition.

### **Changes in personal circumstances and contact details**

Please ensure HRConnect are informed immediately of any changes in personal circumstances. It is important that HRConnect have up to date contact details.

### **Transgender Requirements**

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration, in confidence, to enable you to attend any part of the assessment process please contact HRConnect. Details of this will only be used for this purpose and do not form any part of the selection process.

### **Merit List**

**HRConnect will allocate a candidate (or candidates) to a vacancy (or vacancies) in the order listed.** It is presently intended that the merit list for this competition should remain extant for a period of one year. However you should be aware that circumstances may arise in the future where it will be necessary to extend the currency of the merit list for a further period. The merit list will only be extended where cogent practical reasons for doing so arise.

### **Disability Requirements**

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form any part

of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact HRConnect.

### **Documentation**

Identification documents to satisfy the Nationality and Security requirements of the post will be required. Further details regarding acceptable documentation will be issued with an invitation to attend for assessment.

You should ensure that the required documents are readily available. Failure to provide the appropriate documentation when requested will result in your application being rejected.

### **Right to Work and Nationality Requirements**

HRConnect must ensure that you are legally entitled to work in the United Kingdom and satisfy the Nationality requirements for appointment to the NICS. Applicants must be either:

- (i) UK national; or
- (ii) National of a Commonwealth country; or
- (iii) National of the Republic of Ireland; or
- (iv) EEA nationals with (or eligible for) status under the EU Settlement Scheme; or
- (v) Relevant EEA or Turkish nationals working in the Civil Service; or
- (vi) Relevant EEA or Turkish nationals who have built up the right to work in the Civil Service; or
- (vii) Certain family members of the relevant EEA & Turkish nationals

Further guidance on Nationality requirements is available via [www.nicsrecruitment.org.uk](http://www.nicsrecruitment.org.uk).

### **Security**

#### 1. Baseline Personnel Security Standard

For **this** post in the NICS the level of vetting is a Baseline Standard. For this check you will be required to provide the following:

- a) Your passport OR
- b) A document verifying your permanent National Insurance number (e.g. P45, P60 or National Insurance card) AND your birth certificate which includes the names of your parents (long version).
- c) A specimen signature at any assessment event and have this validated against passport, driving licence, application form etc.

Further information regarding the Baseline Personnel Security Standard, including other acceptable documents is available via [www.gov.uk](http://www.gov.uk).

We will organise a Criminal Record Check on all applicants to be carried out by AccessNI. The category of AccessNI check required for this post is;

### **Enhanced Disclosure Certificate**

#### **Barred List Checks**

The Disclosure and Barring Service keeps two barred lists:

- people who are unsuitable for working with children
- people who are unsuitable for working with vulnerable adults

People on these lists are barred from regulated activity with children and vulnerable adults. It is a criminal offence for anyone who is included on a barred list to work or seek work, in regulated activity. Candidates should be aware that by submitting an application form for this post, they are confirming there is no reason why they cannot work in regulated activity.

Must inform candidate if one or both barred lists are to be checked.

The AccessNI code of practice can be accessed via [www.nidirect.gov.uk/accessni](http://www.nidirect.gov.uk/accessni).

Those applicants who are being considered for appointment will be contacted by HRConnect, normally after interview/test, and will be asked to complete the AccessNI application form. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment.

Failure to complete the application form and return it within the specified time will be regarded as 'no longer interested in the position' and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

## **Equal Opportunity Monitoring Form**

**Please note the Equal Opportunities monitoring section of the application form is mandatory in order to submit an application.**

For guidance on completing the Monitoring Form and to read the NICS Equal Opportunities Policy Statement please refer to the DoF website [www.finance-ni.gov.uk](http://www.finance-ni.gov.uk).

Applications from Protestants, males, young people (people under the age of 35), people with a disability and people from minority ethnic communities are particularly welcomed for this post.

**The Northern Ireland Civil Service is an Equal Opportunities Employer.**  
All applications for employment are considered strictly on the basis of merit

### **Feedback**

The Northern Ireland Civil Service is committed to ensuring that the processes used to recruit and select staff are fair and in accordance with the principles of the Civil Service Commissioners Code. We are consequently committed to providing feedback in respect of decisions taken in determining eligibility/shortlisting as well as at interview. Feedback in respect of eligibility/shortlisting will be communicated automatically to those candidates who fail to satisfy any criteria. All requests for feedback are welcome.

**THIS INFORMATION PACK DOES NOT FORM PART OF  
CONDITIONS OF EMPLOYMENT**

**Annex A  
Standards in Advice and Guidance**

The Department for the Economy (DfE) specifies that candidates must hold one of the following Career Guidance Qualifications recognised by the Career Development Institute.

<http://www.thecdi.net/GettingQualified>

<p><b>1. Diploma in Careers Guidance Parts I and II <u>or</u></b></p>
<p><b>2. The Qualification in Careers Guidance or The Qualification in Careers Guidance and Development (Scotland) or The Qualification in Career Development (QCD from 2017).</b></p>
<p><b>3. One of the following level 4 S/NVQ Awards (3A, 3B or 3C) below</b></p> <p>DfE specifies that candidates holding an S/NVQ Level 4 in Advice and Guidance (pre 2011) are <b>also</b> required to:</p> <p>(i) Hold the Certificate in Career Guidance Theory (CCGT) <b>(3D)</b>.</p> <p style="text-align: center;"><b>OR</b></p> <p>(ii) Successfully complete the Certificate in Career Guidance Theory (CCGT) <b>(3D)</b> during their probationary period.</p>
<p><b>3A. S/NVQ level 4 in Guidance (available up to 2001)</b></p> <p>DfE requires the Full Award -14 units required as below:</p> <p>GQ 4 – Develop and maintain interaction with clients  GQ 5 – Evaluate and develop own work  GQ 6 – Operate within a network  GQ 7 – Operate referral procedures  GQ 12 – Assist clients to decide on options for meeting their requirements  GQ 13 - Provide support for clients in planning a course of action  GQ 14 – Provide support for clients in implementing a course of action  GQ 18 – Negotiate and maintain service agreements  GQ 19 – Liaise with providers of opportunities  GQ 29 – Prepare and develop resources to support learning  GQ 30 – Create a climate conducive to learning  GQ 31 – Facilitate learning in groups through presentations and activities  GQ 32 – Facilitate group learning  GQ 35 – Evaluating planned activity</p>

### **3B. S/NVQ level 4 in Advice and Guidance (available 2001 – 2006)**

DfE specifies that candidates require the Full Award -10 units. This must include the following 9 units + 1 additional unit:

- AGA 4 – Develop interactions with clients
- AGA 7 – Assist clients to decide on a course of action
- AGA 8 – Assist clients to plan the implementation of a course of action
- AGA 9 – Assist clients to review their achievement of a course of action
- AGA 14 – Negotiate on behalf of clients
- AGA 18 – Manage personal caseload
- AGA 20 – Evaluate and develop own contribution to the service
- AGA 22 – Operate within networks
- C27 – Facilitate group learning

### **3C. S/NVQ level 4 in Advice and Guidance (available from August 2006- 2010)**

DfE specifies that candidates require the Full Award - 5 mandatory units (17 credits) and a minimum of 20 credits from the optional units.

#### **Mandatory units:**

- AG 3 – Develop interactions with advice and guidance clients (4 credits)
- AG 14 – Manage personal caseload (4 credits)
- AG 16 – Evaluate and develop own contribution to the service (3 credits)
- AG 18 – Operate within networks (3 credits)
- AG 30 – Understand importance of legislation and procedures (3 credits)

#### **Optional Units**

- AG2 - Support clients to make use of the advice and guidance service (3 credits)
- AG5 - Assist advice and guidance clients to decide on a course of action (3 credits)
- AG6 - Prepare clients through advice and guidance for the implementation of a course of action (3 credits)
- AG7 - Assist clients through advice and guidance to review their achievement of a course of action (3 credits)
- AG8 - Advocate on behalf of advice and guidance clients (6 credits)
- AG9 - Prepare to represent advice and guidance clients in formal proceedings (6 credits)
- AG10 - Present cases for advice and guidance clients in formal proceedings (6 credits)
- AG11 - Negotiate on behalf of advice and guidance clients (5 credits)
- AG12 - Liaise with other services (3 credits)
- AG13 - Enable advice and guidance clients to access referral opportunities (3 credits)
- AG17 - Provide support for other practitioners (5 credits)
- AG19 - Undertake research for the service and its clients (5 credits)
- AG20 - Design information materials for use in the service (4 credits)
- AG21 - Provide and maintain information materials for use in the service (3 credits)

AG22 - Identify and promote the contribution of Careers Education Guidance (CEG) within the organisation (4 credits)  
AG24 - Integrate Careers Education Guidance (CEG) within the curriculum (4 credits)  
AG25 - Promote Careers Education Guidance (CEG) (3 credits)  
AG26 - Negotiate and maintain service agreements (3 credits)  
AG27 - Facilitate learning in groups (3 credits)  
AG28 - Prepare and set up mediation (4 credits)  
AG29 - Stage and manage the mediation process (8 credits)  
AG31 - Enable learning through demonstrations and instructions (3 credits)

### **3D. Certificate in Career Guidance Theory (CCGT)**

DfE specifies that candidates require the three mandatory units.

Unit 2 - Reflect on and improve professional practice (6 credits).

Unit 3- Career guidance theory (6 credits)

Unit 6 - Use Career and Labour Market Information with clients (6 credits)

Candidates who hold the NVQ L4 in Advice and Guidance (pre 2011) but do not hold the Certificate in Career Guidance Theory (CCGT) will be required, during their probationary period, to undertake and successfully complete the 3 mandatory units of the CCGT. The Department will support successful candidates by funding the course fee to undertake the CCGT delivered by the Open University.

Failure to achieve the CCGT within the one year probationary time period will result in termination of appointment.

### **4. QCF Level 6 Diploma in Career Guidance and Development (available from 1/2/2011)**

DfE specifies that candidates require the Full Award – 7 mandatory units (45 credits) and a minimum of 15 credits from the optional units.

#### **Mandatory Units**

- Unit 1: Preparing to work in the career information, advice and guidance sector (6 credits)
- Unit 2: Reflect on and improve professional practice (6 credits)
- Unit 3: Career Guidance Theory (9 credits)
- Unit 4: Agree the purpose of client-centred career guidance interviews and maintain communication with clients (6 credits)
- Unit 5: Explore and agree the career guidance and development needs of clients (6 credits)
- Unit 6: Use Career and Labour Market Information with clients (6 credits)
- Unit 7: Work with other agencies for the benefit of clients and the organisation (6 credits)

### **Optional Units**

- Unit 8: Use Diagnostic and Assessment Tools with clients (6 credits)
- Unit 9: Advocate on behalf of clients (4 credits)
- Unit 10: Understand how to support specific client groups to overcome barriers to learning, training and work (3 credits)
- Unit 11: Engage with support networks to help clients to meet their career-related needs (3 credits)
- Unit 12: Assist clients to apply for learning, training and work (3 credits)
- Unit 13: Provide ongoing support to clients (2 credits)
- Unit 14: Prepare to deliver services to clients in an outreach setting (2 units)
- Unit 15: Source, evaluate and use Labour Market Intelligence with clients (3 units)
- Unit 16: Obtain and organise career-related information to support clients (3 units)
- Unit 17: Promote career-related learning to clients (6 units)
- Unit 18: Plan, deliver and evaluate career-related learning in groups (6 credits)
- Unit 19: Evaluate service provision (3 credits)
- Unit 20: Undertake research on behalf of the service (6 units)
- Unit 21: Lead and manage career development work in an organisation (9 credits)
- Unit 22: Continuously improve career development work in an organisation (6 credits)
- Unit 23: Plan and design career related learning programmes (5 credits)