

City & Guilds Level 2 Award in Independent Advocacy (3610-02)

January 2023 Version 1.1



Qualification at a glance

Subject area	Independent Advocacy
City & Guilds number	3610
Age group approved	18+
Entry requirements	None
Assessment	By Assignment
Fast track	Automatic approval from 7566
Support materials	Centre handbook Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
City & Guilds Level 2 Award in Independent Advocacy	3610-02	600/7235/0

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
City & Guilds Level 2 Award in Independent Advocacy (3610-02)	25	40



Contents

1	Introduction	4
	Structure	4
2	Centre requirements	5
	Approval	5
	Resource requirements	5
	Candidate entry requirements	6
3	Delivering the qualification	7
	Initial assessment and induction	7
	Support materials	7
	Recording documents	7
4	Assessment	8
	Assessment of the qualification	8
	Recognition of prior learning (RPL)	8
5	Units	9
Unit 201	Understand the purpose and role of the Independent Advocate	10
Appendix 1	Sources of general information	13



1 Introduction

This document tells you what you need to do to deliver the qualification

Area	Description
Who are the qualifications for?	An introductory qualification for candidates who are interested in acquiring knowledge about the role of an Independent Advocate.
What do the qualifications cover?	The qualification covers the principles of independent advocacy, the independent advocacy role, communication and equality and inclusion within independent advocacy.
What opportunities for progression are there?	It allow candidates to progress to the following City & Guilds qualifications: <ul style="list-style-type: none"> • Level 3 Certificate in Independent Advocacy • Level 3 Diploma in Independent Advocacy

Structure

To achieve the Level 2 Award in Independent Advocacy, learners must achieve **4** credits from the mandatory unit.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
Y/504/5092	201	Understand the purpose and role of the Independent Advocate	4



2 Centre requirements

Approval

Centres already offering City & Guilds 7566-11/12 Independent Advocacy qualifications

Centres approved to offer the 7566-11/12 qualifications will receive automatic approval to run the new 3610-02.

Centres not already offering City & Guilds qualifications

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or Internal Quality Assurer, but cannot internally quality assure their own assessments.

Assessors and Internal Quality Assurer

Centre staff should hold, or be working towards, the relevant Assessor/Internal Quality Assurer TAQA qualification for their role in delivering, assessing and verifying this qualification, or meet the relevant experience requirements outlined above.

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Candidate entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

City & Guilds cannot accept any registrations for candidates under 18 as these qualifications are not approved for under 18s.

Recognition of prior learning (RPL)

- The City & Guilds policy on RPL can be found at:
<http://www.cityandguilds.com/Provide-Training/Centre-Support/Centre-Document-Library/Policies-and-Procedures/Quality-Assurance-Documents>.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs,
- support and guidance they may need when working towards their qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for this qualification:

Description	How to access
Assignment guide for centres	www.cityandguilds.com
Fast track approval forms/generic fast track approval form	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: www.cityandguilds.com/eportfolios.



4 Assessment

Assessment of the qualification

Candidates must:

- successfully complete one assignment for the mandatory unit

Please refer to the City & Guilds assessment pack which can be found at **www.cityandguilds.com**

Recognition of prior learning (RPL)

The City & Guilds policy on RPL can be found at:

<http://www.cityandguilds.com/Provide-Training/Centre-Support/Centre-Document-Library/Policies-and-Procedures/Quality-Assurance-Documents>



5 Units

Availability of units

The following units can also be obtained from on The Register of Regulated Qualifications: <http://register.ofqual.gov.uk/Unit>

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria
- notes for guidance.

Unit 201

Understand the purpose and role of the Independent Advocate

UAN:	Y/504/5092
Level:	Level 2
Credit value:	4
GLH:	25
Aim:	This unit aims to provide learners with an understanding of what Independent Advocacy is and the principles which underpin good practice.

Learning outcome
The learner will: 1. Understand the principles of Independent Advocacy
Assessment criteria
The learner can: 1.1 Identify the principles of Independent Advocacy 1.2 Describe the circumstances which may lead to an individual accessing Independent Advocacy 1.3 Identify people that Independent Advocacy supports 1.4 Describe the key features of independent advocacy models .

Range
Principles eg outlined within the Advocacy Charter eg independence, inclusion, client focused, empowerment, choice
Circumstances Oppression, communication issues, lack of information, discrimination, social exclusion, mental health needs
People eg learning disabilities, mental health conditions, older people, young people
Models eg Citizen Advocacy, issue based, group/collective, statutory, self.

Learning outcome
The learner will: 2. Understand the role of the Independent Advocate
Assessment criteria
The learner can: 2.1 Explain the role of the Independent Advocate 2.2 Describe the skills and attributes required for Independent Advocacy 2.3 Identify activities which are outside of an Independent Advocate's role 2.4 Describe what individuals gain from Independent Advocacy

Range
Role eg supporting an individual to have a voice, supporting an individual to make choices, safeguarding, challenging discrimination, information provider, representation
Skills and attributes eg active listen, communication skills, approachability, reliability, perseverance, non-judgmental
Activities Giving advice of any kind, replacing any part of a health or social services professional's role, helping with practical activities, becoming a befriender
Gain eg having a voice, being listened to, gaining confidence, understanding rights, having the support of someone who is not judging or assessing them.

Learning outcome
The learner will: 3. Understand communication methods used in Independent Advocacy
Assessment criteria
The learner can: 3.1 Describe the method of active listening 3.2 Identify ways of communicating with advocacy partners 3.3 Explain the benefits of accurate record keeping.

Range
Active listening eg structured, focus on the speaker, paying close attention, understand the message, not interrupting, reflection and feedback, respond appropriately, showing interest.

Learning outcome
The learner will: 4. Understand equality, diversity and inclusion
Assessment criteria
The learner can: 4.1 Define the terms <ul style="list-style-type: none">• equality• diversity 4.2 Describe different types of discrimination 4.3 Identify activities undertaken in Independent Advocacy to support inclusion.

Range
Types of discrimination Direct, indirect, passive, institutional
Activities eg accessible buildings, accessible referral systems, accessible information, complaints, appeals.



Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the [Centre document library](https://www.cityandguilds.com) www.cityandguilds.com or click on the links below:

Centre Handbook: Quality Assurance Standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

Centre Handbook: Quality Assurance Standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

Access arrangements: When and how applications need to be made to City & Guilds provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

Useful contacts

Please visit the Contact us section of the City & Guilds website, **Contact us**.

City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group.

Copyright

The content of this document is, unless otherwise indicated, © The City & Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification.

The Standard Copying Conditions (see the City & Guilds website) also apply.

Contains public sector information licensed under the Open Government Licence v3.0.

Published by City & Guilds, a registered charity established to promote education and training.

City & Guilds of London Institute
Giltspur House
5–6 Giltspur Street
London
EC1A 9DE

cityandguildsgroup.com