



AIMQUALIFICATIONS

Handbook
for centre staff



AIM Qualifications

Suite of Information, Advice or Guidance Qualifications

Version 5 - April 2023

“ 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	19/02/2019	Update to TQT values (pages 8-9)
3	September 2019	Rebrand - 'AIM Awards' changed to 'AIM Qualifications' Qualification family added to qualification details grid (pages 8-9) Geographical coverage updated to include Wales and Northern Ireland (pages 8-9)
4	May 2022	Review dates updated to 31/12/2023 for the following qualifications: 600/6768/8 Level 2 Award in Delivering Information, Advice or Guidance 600/6769/X Level 2 Certificate in Delivering Information, Advice or Guidance
5	April 2023	Qualification withdrawal dates added for: Level 2 Award in Delivering Information Advice or Guidance Withdrawal end date: 30/09/2023 Certification end date: 30/09/2026



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Introduction

Welcome to the AIM Qualifications Suite of Information, Advice or Guidance Level 2 Qualifications Handbook. This Handbook contains everything you need to know about these qualifications and is intended for Tutors, Assessors, Internal Verifiers and other staff involved with the planning, delivery and assessment:

- AIM Qualifications Level 2 Award in Delivering Information, Advice or Guidance 600/6768/8
- AIM Qualifications Level 2 Certificate in Delivering Information, Advice or Guidance 600/6769/X

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 these Qualifications

The Level 2 Award in Delivering Information, Advice or Guidance has been developed to acknowledge and underpin the practice of those who may deliver information, advice or guidance as part of their role, (such as first line staff, support workers and volunteers). This qualification allows learners to achieve recognition for their learning before progressing to the Level 2 Certificate or related learning at Level 3. It covers the key aspects of the role such as effective listening skills, client confidentiality, data protection, referral and signposting.

The Level 2 Certificate in Delivering Information, Advice or Guidance covers the key aspects of the IAG role such as effective listening skills, client confidentiality, data protection, referral and signposting. Learners can then specialise in their particular areas of interest, for example, debt advice or working with school students.



Qualification Details

Qualification	
AIM Qualifications Level 2 Award in Delivering Information, Advice or Guidance WITHDRAWING 30/09/2023	
Qualification Family	Flexibilities
Assessment	Internally set, internally marked and externally verified portfolio of evidence
Grading	Assessment is competent / not competent. There is no grading
Progression Opportunities	Learners may progress within these qualifications, acquiring more components in different subjects at the same level. Learners may progress on to additional qualifications such as: • Functional Skills in English, Maths and ICT at Level 1 and Level 2 • Suite of Assessor qualifications • Suite of Education and Training qualifications
Geographical Coverage	England, Wales, Northern Ireland
Operational Start Date	01/10/2012
Last Learner Registration Date	30th September 2023
Last Certification End Date	30th September 2026
Sector	1.3 Health and Social Care
Qualification Number	600/6768/8
Learning Aim Reference	60067688
Credit Value	6
Guided Learning Hours (GLH)	48
Total Qualification Time (TQT)	57
Minimum Learner Age	16+
Rules of Combination	Learners must achieve 6 credits from the 2 essential components to achieve this qualification.

Qualification Details

Qualification	
AIM Qualifications Level 2 Certificate in Delivering Information, Advice or Guidance	
Qualification Family	Flexibilities
Assessment	Internally set, internally marked and externally verified portfolio of evidence
Grading	Assessment is competent / not competent. There is no grading
Progression Opportunities	Learners may progress onto additional qualifications such as: • Functional Skills in English, Maths and ICT at Level 1 and Level 2 • Suite of Assessor qualifications • Suite of Education and Training qualifications
Geographical Coverage	England, Wales, Northern Ireland
Operational Start Date	01/10/2012
Review Date	31/12/2023
Sector	1.3 Health and Social Care
Qualification Number	600/6769/X
Learning Aim Reference	6006769X
Credit Value	15
Guided Learning Hours (GLH)	114
Total Qualification Time (TQT)	145
Minimum Learner Age	16+
Rules of Combination	Learners must achieve 15 credits in total. 6 credits must be achieved from the essential components and a minimum of 9 credits must be achieved from the chosen components. 6 credits may be achieved at Level 3.



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 within these qualifications vertically, up through the levels, or horizontally, acquiring more units in different subjects at the same level.

Learners may progress on to additional qualifications such as:

- Functional Skills in English, Maths and ICT at Level 1 and Level 2
- Suite of Assessor qualifications
- Suite of Education and Training qualifications

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 these qualifications. You must ensure that your centre has appropriate resources in place to deliver the component(s) in this qualification.

Qualification Structure and Components



Qualification Structure and Components

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

Rules of Combination for: AIM Qualifications Level 2 Award in Delivering Information, Advice or Guidance WITHDRAWING 30/09/2023				
Learners must achieve 6 credits from the 2 essential components to achieve this qualification.				
Component Code	Component Title	Level	Credit Value	GLH
Essential				
Y/502/7983	Developing Interaction Skills for Information, Advice or Guidance	Two	3	24
D/502/7984	Information, Advice or Guidance in Practice	Two	3	24

Rules of Combination for: AIM Qualifications Level 2 Certificate in Delivering Information, Advice or Guidance				
Learners must achieve 15 credits in total. 6 credits must be achieved from the essential components and a minimum of 9 credits must be achieved from the chosen components. 6 credits may be achieved at Level 3.				
Component Code	Component Title	Level	Credit Value	GLH
Essential				
Y/502/7983	Developing Interaction Skills for Information, Advice or Guidance	Two	3	24
D/502/7984	Information, Advice or Guidance in Practice	Two	3	24
Chosen				
R/502/7982	Benefits Advice Work – Practice	Two	3	24
T/502/7991	Information, Advice or Guidance – Context	Two	3	24
L/502/7995	Information, Advice or Guidance Work with Groups	Three	3	21
K/502/7664	Introduction to Information, Advice or Guidance in Schools and Colleges – Policy	Two	1	8
Y/502/7546	Introduction to Information, Advice or Guidance in Schools and Colleges – Practice	Two	1	8
R/502/7545	Introduction to Information, Advice or Guidance in Schools and Colleges – Principles	Two	1	8
A/502/7989	Managing Information	Two	3	24
H/502/7999	Operating within Networks to Support Information, Advice or Guidance	Three	3	21
F/502/7668	Signposting and Referral - Information, Advice or Guidance	Two	3	24
M/502/7990	Skills for Advice Providers	Two	3	24



A/502/7541	Specialist Advice Work in Practice – Debt	Two	1	8
F/502/7542	Specialist Advice Work in Practice – Employment	Two	1	8
J/502/7543	Specialist Advice Work in Practice – Housing	Two	1	8
L/502/7544	Specialist Advice Work in Practice – Refugee, Immigrant or Asylum Seeker	Two	1	8

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

How these Qualifications are Assessed

These qualifications are 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).

Essential Components			Set by the centre			Set by AIM		
Component Code	Component Title	Level	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
Y/502/7983	Developing Interaction Skills for Information, Advice or Guidance	Two	✓	–	✓	–	–	–
D/502/7984	Information, Advice or Guidance in Practice	Two	✓	–	✓	–	–	–

Chosen Components			Set by the centre			Set by AIM		
Component Code	Component Title	Level	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	Practical
R/502/7982	Benefits Advice Work – Practice	Two	✓	–	✓	–	–	–
T/502/7991	Information, Advice or Guidance – Context	Two	✓	–	✓	–	–	–
L/502/7995	Information, Advice or Guidance Work with Groups	Three	✓	–	✓	–	–	–
K/502/7664	Introduction to Information, Advice or Guidance in Schools and Colleges – Policy	Two	✓	–	✓	–	–	–
Y/502/7546	Introduction to Information, Advice or Guidance in Schools and Colleges – Practice	Two	✓	–	✓	–	–	–



Chosen Components			Set by the centre			Set by AIM		
Component Code	Component Title	Level	Portfolio of evidence	Exam	Practical	Portfolio of evidence	Exam	
R/502/7545	Introduction to Information, Advice or Guidance in Schools and Colleges – Principles	Two	✓	–	✓	–	–	–
A/502/7989	Managing Information	Two	✓	–	✓	–	–	–
H/502/7999	Operating within Networks to Support Information, Advice or Guidance	Three	✓	–	✓	–	–	–
F/502/7668	Signposting and Referral - Information, Advice or Guidance	Two	✓	–	✓	–	–	–
M/502/7990	Skills for Advice Providers	Two	✓	–	✓	–	–	–
A/502/7541	Specialist Advice Work in Practice – Debt	Two	✓	–	✓	–	–	–
F/502/7542	Specialist Advice Work in Practice – Employment	Two	✓	–	✓	–	–	–
J/502/7543	Specialist Advice Work in Practice – Housing	Two	✓	–	✓	–	–	–
L/502/7544	Specialist Advice Work in Practice – Refugee, Immigrant or Asylum Seeker	Two	✓	–	✓	–	–	–

Section Four

Operational Guidance



Offering these Qualifications

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 these Qualifications

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). 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.



APPENDICES AND LINKS

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

Appendix Name

A Guide to Assessing AIM Qualifications

