

NVQ Level 4 – Advice and Guidance (case study)

I have been working as an IAG Adviser at HMP Eastwood Park since March 2006. In April 2007 I commenced my NVQ level 4 in Advice and Guidance. To begin this, Tribal organised an induction day for all new candidates, where we had the opportunity to meet with our assessors and discuss the NVQ process. It also gave us the opportunity to arrange and plan our first one-to-one meeting with our assessor.

With the help and support that I received from both Tribal and my assessor throughout the NVQ, I was able to complete this by the end of October 2007. In order to ensure that all knowledge specifications and performance criteria had been met my assessor guided me through various pieces of evidence including; observations, case studies, work based products and professional discussions. We discussed each piece of evidence on a one-to-one basis and during the whole process my assessor checked that I was happy and understood all decisions made.

Completing the NVQ level 4 in Advice and Guidance has identified to me that an efficient and effective service is offered at Eastwood Park. It has also helped at increasing my confidence and knowledge in service delivery. This was achieved by cross referencing witness statements received from other members of staff, feedback received from clients and also feedback received from observations carried out by my assessor, all of which was included in my portfolio.

Although at times completing the NVQ could be very time consuming it has definitely provided me with a further understanding of working within Advice and Guidance and has also proved a very positive step towards developing my own Personal Development Plan. With on-going support from Tribal, my next goal is to achieve the Assessors Award. I feel as though the excellent training and development that Tribal has provided me with and also the greater knowledge gained from this NVQ can be utilised in assisting me in achieving this award.

IAG Adviser
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