



Qualification in Independent Advocacy



Award Information Pack

Accredited Qualification
3610 Level 2 to Level 5





Advocacy Training

Our centre team trainers & assessors are all advocacy practitioners who have completed the award themselves & fully understand the advocacy role; this is a unique attribute which Advocacy Training is regularly commended on. Learners appreciate being supported by people who understand the challenges and dilemmas the role can face.

- We are an approved centre to provide the Independent Advocacy Qualification
- We have a wide range of professional development & refresher courses to compliment the accredited awards
- We have responded to the demand from voluntary groups, care homes, volunteers, health & social care professionals and individuals for training on areas such as Advocacy Awareness, promoting self advocacy, effective communication skills, lone working and supervisory skills.

Bespoke Training

We write bespoke training to suit individual need; for example we work extensively with young people's charities to develop & deliver training packages for the young people they support and for the staff supporting young people. We also write & deliver training for cancer charities, covering advocacy skills for those supporting individuals affected by cancer.

If you identify any training needs for your organisation please contact Advocacy Training to see where we can help.



Advocacy Training is a favoured provider of advocacy and related training in the UK.

We pride ourselves on delivering high quality interactive and practical training that can be applied in the workplace and has a direct impact on practice and services.

Our extensive experience in delivering advocacy skills training has grown from decades of high quality, independent advocacy service delivery.

Accredited Training Centre

We offer the City & Guilds accredited Qualification in Independent Advocacy (QIA) as well as non-accredited professional development courses. All delivered in-house, directly to you.



In-house Training

We deliver in-house training throughout the UK, working in a range of sectors. Our courses are designed to be participative, interactive and engaging; highlighting current thinking and best practice. All you need to do is provide a minimum of 6 learners and a suitable venue.

We deliver accredited and professional development courses for organisations supporting a variety of needs, such as mental health, children and young people, LGBTQ, disabled people, BAME groups, veterans, older people, those in poverty and homeless people. We also develop and deliver bespoke training programmes for advice organisations seeking to expand into advocacy provision, such as the CAB.

Bespoke in-house training can be discussed and developed to suit any need relevant to advocacy.

Advocacy Training

All our courses are delivered by professional trainers who are also practising advocates and/or advocacy service managers. They each bring a wealth of skills, experience and real-life examples to our training courses.

Career and Professional Development Courses (CPD)

We have developed a range of interactive and practical advocacy and related courses to provide practicing advocates, and others working with vulnerable people, an understanding of advocacy and extend or update their knowledge.

These include:

Non-Instructed Advocacy	Positive Communication	Health Complaints Advocacy
Peer Advocacy	Effective Supervision	Advocacy Awareness
Care Home Advocacy	Self-Advocacy	Managing Difficult Situations
Train the Trainer	Schools Advocacy	Disability and Autism
Safeguarding	Lone Working	Supporting Advocacy Volunteers
Managing Professional Boundaries	Talking Mats and Communication Tools	Supporting Young People with Mental Health Issues

What learners say about our training:



Great course. I really like the fact that the trainers were advocates. They understood the role inside out and were able to answer our questions. I feel a lot more confident about my role now. Thank you.

QIA Unit 306, IMHA

I enjoyed the course from start to finish; the relevant case studies as examples appealed to my style of learning.

Basic Advocacy Awareness

I have been on a lot of courses but today was brilliant! Great to have trainers who are practicing advocates; they really made the training real. Can't wait to get back to work and try out my new skills!

QIA Core Units 301-304

I found the group exercises very helpful; the trainer made it easy to contribute. I particularly liked the role plays where we could practice skills in a safe environment

QIA Unit 305, IMCA

[The tutor] created a safe environment to explore complex issues. It was a good balance of instruction from the tutor and allowing people to express their views.

Equality and Diversity

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Section 1: The Qualification

1.1 Background to the qualification

For some time, the advocacy sector has recognised the need to develop national training as part of its drive to improve standards and consistency across advocacy provision. Since 2002, increasing numbers of advocacy services had developed accredited training in a quest to ensure quality in the training of their advocates but the sector was keen to develop nationally recognised qualifications that the entire workforce can access. This became the Qualification in Independent Advocacy.

There are three groups of people the qualification is aimed at:

- Existing advocates who are already practicing
- Individuals looking for an introductory award who may have just started working in the sector
- Professionals who use advocacy skills as part of another role.

The qualification is primarily aimed at people who currently provide Independent Advocacy support. This includes advocates who work with a range of client groups in settings such as:

- Adults with mental health problems
- Adults with learning disabilities
- Adults with physical disabilities, including people with sensory impairments and brain acquired injury
- Older people in hospital, residential care and community settings
- People subject to the Deprivation of Liberty Safeguards under the Mental Capacity Act 2005
- People entitled to receive Independent Mental Health Advocacy (IMHA) or Independent Mental Capacity Advocacy (IMCA)
- Children and young people; particularly looked after children, young people in youth justice settings, disabled children and other children in need including young people with mental health problems.

1.2 Candidate Entry Requirements and Progression

Entry Requirements

There are no formal entry requirements for candidates undertaking these qualifications. However, we recommend that candidates new to advocacy or the independent advocacy role complete the core unit at Level 2 (Unit 201) before attempting the Level 3 and specialist units.

The qualification is **not approved** for use by candidates under the age of 18, and City & Guilds cannot accept any registrations for candidates in this age group.

Candidates not currently working in an Independent Advocacy Role

The qualification at Level 3 assesses the candidate's ability to demonstrate a range of advocacy specific tasks in real life settings.

In order to submit a portfolio of evidence which reflects real life settings, candidates will need to be either working as an advocate (paid or unpaid) or have opportunity to use advocacy skills. In other words, candidates will need to demonstrate they have put into real action what they have learned and how they use advocacy knowledge and skills.

If the candidate is not acting in an independent advocacy role they can complete one of the **knowledge based units**:

Level 2 – Unit 201

Level 3 – Units 301, 304, 311 and 312

Progression

The qualification acts as demonstrable evidence of knowledge and skills required to access higher level courses in advocacy and social and health care, such as degree level courses and vocational qualifications.

Europass

A Europass Certificate Supplement is available for the Level 3 Certificate in Independent Advocacy and Level 3 Diploma in Advocacy. The Certificate Supplement is part of a European initiative called Europass which aims at facilitating mobility by making it easier to understand skills and qualifications, especially outside the issuing country.

The Certificate Supplement can be used to help learners find a job, get experience or enrol in an education or training programme abroad. It may also assist employers to identify the best applicant to work for their organisation.

The Certificate Supplement sits alongside the official certificate and is supplied by the awarding body which develops the qualification.

For more information on Europass and to download the Certificate Supplement for free, please visit www.cityandguilds.com/europass.

1.3 Qualifications and Credit Framework (QCF)

This qualification is accredited by the Qualifications and Curriculum Authority at Levels 2 and 3 of the QCF.

The QCF replaces the National Qualifications Framework (NQF) in England and Northern Ireland, and is intended to replace the regulated pillar within the Qualifications and Credit Framework for Wales (CQFW). It is also intended to align with the Scottish Credit and Qualifications Framework (SCQF).

The QCF provides a way of recognising achievement through the award of credit for units and qualifications. Units within the framework are allocated a: level to indicate the level of difficulty and a credit value to indicate the size of the unit. 10 hours of **learning time** = 1 credit value.

Learning time is a notional measure of the amount of time a typical candidate might be expected to take to complete all the learning relevant to achievement of the learning outcomes. It differs from Guided Learning Hours (GLH) which represent only those hours a tutor/trainer or facilitator are present and contributing to the learning process because it takes into account all learning relevant to the learning outcomes regardless of where, when and how it has taken place.

The QCF recognises learning by awarding credit each time a candidate successfully completes a unit. Candidates can accumulate and transfer credit achievement over time. A unit is the smallest part of learning for which credit is awarded. Candidates can also gain credit for full qualifications.

Length

Each unit has a credit assigned to it:

201	Understanding the purpose and role of an independent Advocate	4 credits
301	Purpose and principles of Independent Advocacy	5 credits
302	Providing Independent Advocacy Support	8 credits
303	Maintaining the Independent Advocacy Relationship	6 credits
304	Responding to the advocacy needs of different groups of people	4 credits
305	Independent Mental Capacity Advocacy (IMCA)	9 credits
306	Independent Mental Health Advocacy (IMHA)	9 credits
307	Managing Independent Advocacy Service	12 credits
308	Providing Independent Advocacy to Adults	9 credits
309	Independent Advocacy with Children and Young People	9 credits
310	IMCA – Deprivation of Liberty Safeguards	6 credits
311	Mental Capacity Legislation	6 credits
312	Mental Health Legislation	6 credits
313	Providing Independent Advocacy to Support the Care Act 2014	9 credits

The core units are offered at Levels 2 and 3 and specialist units at Levels 4 or 5.

- QCF Level 2 is comparable to GCSE grade A* - C
- QCF Level 3 is comparable to A level and NVQ Level 3. The core units are at this level.
- QCF Levels 4 and 5 are appropriate for people wishing to achieve advanced standards and is often the level required for managers. The Specialist units are delivered at this level.

For the Level 3 Certificate in Independent Advocacy:

Candidates will complete the 4 core Level 3 units (301-304) **PLUS** 1 optional unit from 305-309 this will lead to one of the following.

Level 3 Certificate in Independent Advocacy –	Independent Mental Capacity Advocacy (305)
Level 3 Certificate in Independent Advocacy –	Independent Mental Health Advocacy (306)
Level 3 Certificate in Independent Advocacy –	Independent Advocacy Management (307)
Level 3 Certificate in Independent Advocacy –	Providing Independent Advocacy to Adults (308)
Level 3 Certificate in Independent Advocacy –	Providing Independent Advocacy to Children and Young People (309)

For the Level 3 Diploma in Independent Advocacy:

Candidates will complete the 4 core units at Level 3 (301-304) **PLUS** a minimum of 15 credits from 305 – 313.

Under C&G Rules of combination the following combinations are NOT allowed

- Unit 305 barred with Unit 311
- Unit 306 barred with Unit 312
- Unit 310 barred with Unit 311
- Unit 311 barred with Unit 312
- Unit 312 barred with Unit 310

Section 2: Qualification Content

One core unit at Level 2 - 201
Four core units at Level 3 - 301-304

201 Understanding the purpose and role of an independent advocate. Level 2

This unit aims to provide learners with an understanding of what Independent Advocacy is and the principles which underpin good practice.

There are **four** learning outcomes for this unit.

- Outcome 1: Understand the principles of Independent Advocacy
- Outcome 2: Understand the role of the Independent Advocate
- Outcome 3: Understand communication methods used in Independent Advocacy
- Outcome 4: Understand equality, diversity and inclusion

301 The Purpose and Principles of Independent Advocacy. Level 3

This unit aims to provide learners with an understanding of what Independent Advocacy is and how to use the values and principles which underpin good practice.

There are **five** learning outcomes for this unit:

- Outcome 1: Understand Independent Advocacy
- Outcome 2: Understand the development of Independent Advocacy
- Outcome 3: Know the different types of Independent Advocacy support and their purpose
- Outcome 4: Understand the roles and responsibilities of an Independent Advocate
- Outcome 5: Understand Independent Advocacy standards

302 Providing Effective Independent Advocacy Support. Level 3

This unit focuses on the practicalities of offering Independent Advocacy support. It aims to develop the skills which will enable learners to establish safe boundaries within the Independent Advocacy relationship. It also addresses practical strategies to ensure effective outcomes for the person receiving advocacy support.

There are **six** learning outcomes for this unit:

- Outcome 1: Be able to commence the Independent Advocacy relationship
- Outcome 2: Be able to establish benefits and boundaries within the Independent Advocacy relationship
- Outcome 3: Be able to explore and consider options
- Outcome 4: Be able to construct and implement a plan of action
- Outcome 5: Be able to support the individual receiving Independent Advocacy support to self-advocate
- Outcome 6: Be able to review and end the advocacy process

303 Maintaining the Advocacy Relationship. Level 3

This unit examines the relationship between an Independent Advocate and the individual receiving advocacy support. It aims to equip the learner with the skills to maintain an independent and client led relationship whilst developing an understanding of the limitations of the role.

There are **six** learning outcomes for this unit:

- Outcome 1: Be able to maintain accurate records
- Outcome 2: Be able to priorities competing work commitments
- Outcome 3: Understand how to utilise personal value base and personal power
- Outcome 4: Be able to deal positively with conflict
- Outcome 5: Be able to deal with practice challenges
- Outcome 6: Be able to use supervision as a tool to reflect on and improve practice

304 Understanding the social context of Independent Advocacy. Level 3

This unit equips learners with an understanding of how social factors impact on the practice of Independent Advocacy.

There are **six** learning outcomes for this unit:

- Outcome 1: Understand factors that prevent people from accessing Independent Advocacy
- Outcome 2: Understand the impact of social exclusion
- Outcome 3: Understand the medical and social model of disability
- Outcome 4: Understand diversity and discrimination
- Outcome 5: Understand the non-instructed advocacy model
- Outcome 6: Understand approaches to safeguarding

Specialist Units 305 - 312

Option 1 = Certificate in Independent Advocacy

Complete the four core units at Level 3 (301 - 304) PLUS 1 unit from specialist units 305-310, 313

Or

Option 2 = Diploma in Independent Advocacy

Complete the four core units at Level 3 (301 - 304) PLUS a minimum of 15 credits from specialist units (305-313)

305	Independent Mental Capacity Advocacy (IMCA)	9 credits
306	Independent Mental Health Advocacy (IMHA)	9 credits
307	Providing Independent Advocacy Management	12 credits
308	Providing Independent Advocacy to Adults	9 credits
309	Independent Advocacy with Children and Young People	9 credits
310	IMCA – Deprivation of Liberty Safeguards	6 credits
311	Mental Capacity Legislation	6 credits
312	Mental Health Legislation	6 credits
313	Providing Independent Advocacy to Support the Care Act 2014	9 credits

Remember, under C&G Rules of combination the following combinations are NOT allowed:

- Unit 305 barred with Unit 311
- Unit 306 barred with Unit 312
- Unit 310 barred with Unit 311
- Unit 311 barred with Unit 312
- Unit 312 barred with Unit 310

305 Independent Mental Capacity Advocacy (IMCA). Level 4

This unit aims to support learners to develop the practical skills and knowledge required to provide Independent Mental Capacity Advocacy support within the Mental Capacity Legislation.

You should complete this unit if you are intending to provide IMCA support or wish to learn more about the IMCA role.

There are **eight** learning outcomes for this unit:

- Outcome 1: Understand the role and responsibilities of the Independent Mental Capacity Advocate
- Outcome 2: Be able to use current mental capacity legislation
- Outcome 3: Be able to provide Independent Mental Capacity Advocacy
- Outcome 4: Be able to work with the decision maker
- Outcome 5: Be able to work with accommodation and care review referrals
- Outcome 6: Be able to work with serious medical treatment referrals
- Outcome 7: Be able to work with adult protection referrals
- Outcome 8: Be able to construct an Independent Mental Capacity Advocacy report

306 Independent Mental Health Advocacy (IMHA). Level 4

This unit will support learners to develop the skills and knowledge required to provide statutory Independent Mental Health Advocacy (IMHA) as detailed within the Mental Health Act.

You should complete this unit if you are intending to provide IMHA support or wish to learn more about the IMHA role.

There are **seven** learning outcomes for this unit:

- Outcome 1: Know how Mental Health legislation affects IMHA qualifying patients
- Outcome 2: Know the roles and responsibilities of an Independent mental Health Advocate
- Outcome 3: Be able to respond to requests for IMHA support
- Outcome 4: Be able to provide Independent mental health advocacy
- Outcome 5: Be able to engage with people and services
- Outcome 6: Be able to respond to individuals who have diverse needs
- Outcome 7: Be able to respond to risk and abuse

307 Providing Independent Advocacy Management. Level 5

The unit develops practical skills in how to manage an Independent Advocacy service

There are **seven** learning outcomes for this unit.

- Outcome 1: Be able to manage Independent Advocacy services
- Outcome 2: Be able to recruit and induct Independent Advocates
- Outcome 3: Be able to manage Independent Advocates
- Outcome 4: Be able to manage Independent Advocacy provision
- Outcome 5: Be able to establish working relationships with other professionals
- Outcome 6: Be able to measure Independent Advocacy outcomes
- Outcome 7: Be able to apply the principles of professional development in the management role

308 Independent Advocacy with Adults. Level 4

This unit aims to provide learners with a detailed understanding and the practical skills needed to provide Independent Advocacy to adults in a range of settings including: care homes, hospital wards, community settings, secure settings, supported housing, prisons, day centres and police stations.

You should complete this unit if you are currently working with adults in these settings or would like to learn more about this area.

There are **seven** learning outcomes for this unit:

- Outcome 1: Be able to provide Independent Advocacy to adults
- Outcome 2: Provide Independent Advocacy in a range of settings
- Outcome 3: Be able to treat the adult receiving Independent Advocacy support as an individual
- Outcome 4: Be able to support adults in meetings
- Outcome 5: Know how to provide information on an individual's rights
- Outcome 6: Be able to support an individual to make a complaint
- Outcome 7: Be able to respond to risk and abuse

309 Independent Advocacy with Children and Young People. Level 4

This unit will support learners to develop the skills and knowledge required to provide Independent Advocacy to children and young people.

You should undertake this unit if you are already providing advocacy to children and young people and wish to gain a recognised qualification or are interested in developing common core skills needed to effectively support children and young people.

There are **seven** learning outcomes for this unit:

- Outcome 1: Be able to respond to requests for Independent Advocacy support for children and young people
- Outcome 2: Be able to provide Independent Advocacy support for children and young people
- Outcome 3: Be able to assist the child or young person to explore choices and potential consequences
- Outcome 4: Be able to use UK, European and International legislation to promote children's rights
- Outcome 5: Be able to support children and young people in meetings
- Outcome 6: Be able to engage with people and services
- Outcome 7: Be able to work within child protection systems

310 IMCA – Deprivation of Liberty Safeguards. Level 4

This unit aims to provide learners with the practical skills and knowledge required to provide Independent Mental Capacity Advocacy Deprivation of Liberty Safeguards

There are **five** learning outcomes for this unit:

- Outcome 1: Understand legislation which affects people who may be subject to Deprivation of Liberty Safeguards
- Outcome 2: Understand the assessment processes for providing statutory Independent Mental Capacity Advocacy – Deprivation of Liberty Safeguards
- Outcome 3: Be able to support the individual during the statutory Independent Mental Capacity Advocacy Deprivation of Liberty Safeguards assessment process
- Outcome 4: Be able to construct an Independent Mental Capacity Advocacy - Deprivation of Liberty Safeguards written report
- Outcome 5: Be able to challenge deprivation of liberty decisions

311 Mental Capacity Legislation for the Independent Advocacy role. Level 4

This unit aims to provide learners with the knowledge required to understand the Mental Capacity Legislation and how it can impact on Independent Advocacy practice.

There are **five** learning outcomes for this unit:

- Outcome 1: Know how a best interest decision must be made
- Outcome 2: Understand the powers and provisions of the Mental Capacity Act
- Outcome 3: Understand the Deprivation of Liberty Safeguards
- Outcome 4: Understand the roles of an Independent Mental Capacity Advocate
- Outcome 5: Understand why knowledge of the Mental Capacity Act is important for Independent Advocates

312 Mental Health Legislation for the Independent Advocacy role. Level 4

This unit aims to provide learners with knowledge of mental health legislation and how it can impact on Independent Advocacy practice.

There are **five** learning outcomes for this unit:

- Outcome 1: Understand the principles within current mental health legislation
- Outcome 2: Understand the pathways from the community to hospital under mental health legislation
- Outcome 3: Understand legislation affecting individuals under the Mental Health Act
- Outcome 4: Understand safeguards within mental health legislation
- Outcome 5: Understand how mental health legislation & the Mental Capacity Act interact

313 Providing Independent Advocacy to Support the Care Act 2014. Level 4

The aim of this unit is to support learners to develop practical skills and knowledge required to provide Independent Advocacy as introduced within the Care Act 2014.

There are **five** learning outcomes for this unit:

- Outcome 1: Understand the purpose, the main provision and the principles of the Care Act 2014
- Outcome 2: Understand legislation which affects the provision of independent advocacy under the Care Act 2014
- Outcome 3: Understand the role of the advocate as required by the Care Act 2014
- Outcome 4: Be able to provide independent advocacy support under the Care Act 2014
- Outcome 5: Be able to raise concerns and challenge decisions made by the local authority as required by the Care Act 2014

