

Level 2 Certificate in Information, Advice or Guidance



Course Overview

Employers are often interested in candidates who can demonstrate an understanding of the importance of interacting appropriately with customers, clients and colleagues. Studying this course will provide an in-depth understanding of the key areas associated with giving effective IAG. Knowledge and skills learnt will include signposting, referrals, record keeping, confidentiality and communication/listening techniques.



Course length:
8-12 weeks



Awarding Body:
TQUK



Value: £211.65
Cost: £0.00

Benefits For Individuals

- Paper based learning materials with online assessment
- Study from anywhere, at any time
- Gain an accredited level 2 qualification Nationally recognised Access to an award-winning e-learning platform Perfect for beginners
- Unlimited support from qualified tutors
- Receive a digital e-certificate upon completion
- No hidden costs

Looking to find out more about this Level 2 course? Contact us today!



Course Content

Unit 1: Information, advice or guidance in practice

Learn about the various differences between information, advice and guidance and the requirements of different clients and how these are best met. It will also help gain indepth knowledge of the boundaries and responsibilities present when offering information, advice and guidance, including signposting, referrals and record keeping.

Unit 2: Developing interaction skills for information, advice or guidance

Discover how to interact with clients, executing appropriate and effective questioning techniques, listening skills and non-verbal communication. Gain knowledge of the impact of values, beliefs and attitudes on any interactions that may be encountered, as well as the importance of confidentiality and impartiality.

Unit 3: Signposting and referral in information, advice or guidance

Gain an understanding of the difference between signposting and referrals – when it is appropriate to refer or signpost an individual organisation's procedures. Employees will also gain knowledge of good practice when signposting and referring, including recording, monitoring and evaluating.

Unit 4: Information, advice or guidance in context

Gain an understanding of information, advice or guidance in the context of their own practice and a specific group of clients. Exploring different ways of assisting clients to explore and make choices. Knowledge on discriminatory practices and behaviours
Course Content affecting specific client groups, as well as potential barriers and how to overcome them, are explored within this unit.

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