

Information, Advice & Guidance Level 2

Module Goals

The qualification develops learners' knowledge and understanding of information, advice or guidance and how these are applied in their own context.

Module Chapters

1. Understand information, advice and guidance practice
2. Understand the interaction skills required for information, advice or guidance
3. Understanding signposting and referral in information, advice or guidance
4. Understand the context of information, advice and guidance
5. Understand skills required by advice providers
6. Understand the practice of benefits advice work
7. Understand the management of information
8. Understand housing advice work in practice
9. Understand debt advice work in practice
10. Understand employment advice work in practice
11. Understand refugee, immigrant or asylum seeker advice work in practice
12. Understand information, advice or guidance in schools and colleges
13. Information, advice or guidance work with groups
14. Understand networks to support information, advice or guidance

Additional Course Information

Estimated learning time: 114 hours

Course style: Book based module with written assignments

Exam: No exam, portfolio based

Qualification Title

Certificate in Information, Advice and Guidance (Level 2)

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Progression Options

Emergency First Aid at Work Level 3

Health & Safety in the Workplace Level 2

Principles of Customer Service Level 2

Principles of Business Administration Level 2



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