

CONTACT US:

Telephone - 0800 032 1986

Email - distancelearning@hlcollege.ac.uk



Herefordshire,
Ludlow & North
Shropshire College



Level 2 Certificate in Information, Advice and Guidance



Key Info:

Type of qualification:

QCF

Credit Value:

16

Course Overview

Many job roles involve interaction with customers, clients or colleagues to inform, advise or guide them, and there are many techniques it is important to be aware of, in order to carry this out effectively.

This course aims to equip learners with the practical skills needed to successfully convey information, advice or guidance in a wide range of situations and sectors. The course covers a variety of key topics crucial to providing an excellent and efficient service, including questioning, listening and communicating techniques, the importance of confidentiality and how to overcome barriers.

<https://www.hlcollege.ac.uk/courses/5b052fdc1c952/Distance-Learning-Courses>



Level 2 Certificate in Information, Advice or Guidance

Who is suitable?

This course is suitable for anyone working in, or looking to work in, a role which involves the giving of information, advice or guidance. The knowledge gained by carrying out this qualification is transferable across a wide range of sectors, allowing learners to apply it to their own employment contexts.

What you will learn

This course is split into four manageable units:

- Unit 1:** Information, advice or guidance in practice
- Unit 2:** Developing interaction skills for information, advice or guidance
- Unit 3:** Signposting and referral in information, advice or guidance
- Unit 4:** Skills for advice providers

Learning Method

Studying via distance learning means you can choose when and where you study.

This course is available:

 **PAPER-BASED**

 **PAPER-BASED LEARNING WITH ONLINE ASSESSMENTS**

Benefits

- Gain a nationally recognised qualification
- Create a long-standing career pathway in your chosen industry
- Courses are delivered as distance learning, allowing learners to choose when and where to study
- Personal tutors are assigned to ensure learners have the support needed to succeed