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Level 2 Certificate in Information, Advice or 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.



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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.

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.

no exams
just assessments

What you will learn

This course is split into five 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: Information, advice or guidance in context

Unit 5: Skills for advice providers

Benefits

- Gain a nationally recognised qualification
- Improve your communication skills to help you 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.