



## **Information Advice or Guidance - Level 2 Certificate ONLINE**

### **Extra title field**

This is an online course, you can enrol and start at any time between the advertised start date and the end date.  
Flexible Learning - An interview is essential for this course

### **How will the course benefit me?**

UK employers are often interested in candidates who can demonstrate an understanding of the importance of interacting appropriately with customers, clients and colleagues. By studying our NCFE accredited level 2 Information, Advice or Guidance (IAG) course, you will gain an in-depth understanding of the key areas associated with providing effective IAG, including signposting, referrals, record keeping, confidentiality and communication/listening techniques.

### **What will I learn?**

- How to use the EQUAL online learning platform to complete tasks and assessments. Unit 1: Information, advice or guidance in practice In this unit, you will 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 you to gain in-depth 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 Within this unit, you will discover how to interact with clients, executing appropriate and effective questioning techniques, listening skills and non-verbal communication. You will also gain knowledge of the impact of values, beliefs and attitudes on any interactions you may encounter, as well as the importance of confidentiality and impartiality. Unit 3: Signposting and referral in information, advice or guidance In this unit, you will 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 Within this unit, you will 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 affecting specific client groups, as well as potential barriers and how to overcome them, are explored within this unit. Unit 5: Skills for advice providers This unit provides you with an understanding of the purpose and process of an advice interview, examining the relationship between client and advisor, the advisor's role, stages of the advice interview and how to ensure client confidentiality. A key part of this section is gaining knowledge of social policy in advice work, negotiating effectively on a client's behalf and support and action planning.

### **Career Opportunities**

This course supports progression onto a range of other online vocational courses. You may also be interested in our online auto assessed CPD Certified courses that are also on the EQUAL online learning platform.

## **Assessment / Exam**

You will complete an online portfolio of evidence demonstrating how you meet the qualification criteria. The average time to complete this online course is 12 weeks you may however complete in fewer weeks or it may take you longer. It will depend on your commitment to the course. You will however be expected to complete all assessments within the academic year you commence the course in.

## **Entry Requirements**

Spoken and written English at Level 2 and be a confident IT user - experience in using web-based learning would be beneficial. You will also need to be motivated to undertake personal study. You will need an email address to use the EQUAL online learning platform

## **Additional Material Cost**

To fully participate in this FULLY ONLINE course you will need: - a PC/laptop/tablet with a fully updated browser (preferably Google Chrome) - your device will need a microphone and preferably a camera - you will need access to a reliable internet connection.

## **Health & Safety**

You will be need to be familiar with staying safe while learning online. If you have not completed any online safety training it would be beneficial to complete the online safety modules. You can find modules here: <https://www.learnmyway.com/subjects/online-safety/> . You can register for free using our log in 3453711. You will need to use your personal email to account to to access the EQUAL secure online learning platform. Depending on the course you are enrolled for you may need a private space while participating in the online part of the course.

## **How will the course be delivered?**

You must have access to the internet and a suitable device, preferably a PC or laptop to enable you to access the EQUAL online learning platform. You will be given access to online workbooks and materials which will take you step by step through the course and help you to develop independent learning skills. You will be supported by an experienced assessor who will contact you at the beginning of the course and provide feedback on the assessments you complete via the EQUAL online learning platform, at various intervals throughout the course. You will receive email reminders from the EQUAL platform when assessments are due. All evidence is submitted through a web-based portfolio.

## **Marketing Image**

Online