

Level 2 Award in Information, Advice and Guidance

*An introduction to Information, Advice and Guidance (IAG),
what it is and where it can be applied*

What does this course entail?

This three-day course is designed to recognise personal growth and to develop an understanding of the roles of workers within information, advice or guidance, and the skills and knowledge needed to offer these services to others. This Level 2 course does not qualify successful learners as competent practitioners; further courses, such as the Level 3 Award will be necessary.

Who would benefit from this course?

This course is ideal for anyone who would like to understand more about information, advice or guidance services. It is not essential to be working within this arena which includes housing, employment, careers and financial support. Learners are not required to have any formal qualifications. However, due to the written elements of the course, a good standard of English is necessary.

What does the course cover?

The course will enable learners to understand:

- How to interact with clients
- The importance of effective communication skills
- The impact of values, beliefs and attitudes on interactions with clients
- The importance of confidentiality and impartiality in interactions with clients
- How to create an action plan to address personal development needs
- The distinction between information, advice or guidance
- Ways of meeting information, advice or guidance requirements of clients
- Professional boundaries in meeting information, advice or guidance requirements of clients
- The purpose of accurate record keeping to fulfil good practice guidelines

How is the course assessed?

Assessments are carried out within the centre and will be a combination of workbooks and projects.

Awarding Body

Ascentis

How much will the course cost?

The cost of the course is £250.00 inc VAT. You may be entitled to concessionary rates and financial support may be available. For further details please email training@volunteercornwall.org.uk or call 01872 265307

What are the opportunities for progression?

This course helps prepare learners for the Level 3 Award in Information, Advice or Guidance and is useful for courses in Mentoring, Education & Training and Volunteer Management.