

Level 3 Award in Information, Advice & Guidance

An intermediate qualification in Information, Advice & Guidance (IAG)

What does this course entail?

This three day course is designed 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.

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 achieved a Level 2 Award in IAG before studying this course; some learners, however, may already have this. No formal qualifications are necessary, although due to the written elements of the course, a high standard of English is very important.

What does the course cover?

The course will enable learners to:

- Understand the relationship between information, advice or guidance
- Explain the IAG role and how to agree the use of the service with clients
- Understand the importance of confidentiality, data protection and impartiality
- Understand the importance of effective communication skills in the delivery of IAG
- Understand how to explore a range of options with the client to meet their requirements
- Agree an appropriate course of action with the client
- Identify personal development needs
- Understand equality and diversity in relation to information, advice or guidance
- Understand organisational policy on record keeping, data protection and confidentiality

How is the course assessed?

Assessments are carried out within the centre and will be a combination of workbooks, observation and assignments.

Awarding Body

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How much will the course cost?

The cost of the course is £370.00 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 266987

What are the opportunities for progression?

This course helps prepare learners for higher level programmes within IAG and provides a useful background for courses in Education & Training, Volunteer Management, Effective Listening Skills and Mentoring.