

CERTIFICATE LEVEL 2

Information, Advice or Guidance


START DATE

Flexible

DURATION

12 weeks

LEVEL

Level 2

STUDY MODE

Part-time

AWARDING BODY

TQUK

In this course you will learn about how information, advice and guidance can be explored in a group setting, considering the advantages and disadvantages. You will need to think about the challenges that group work can bring out, and how to resolve any issues in group settings. You will plan, run and evaluate your own group session as part of this unit. You will look at signposting and referral and consider times when it is appropriate to signpost or refer clients to other organisations. You will need to be aware of the policies and procedures in your own organisation.

Completion within 12 weeks, although early completion is achievable

Why study this course?

Benefits of Study:

- No need to attend college, work from home at a pace that suits you
- Achieve a nationally recognised Level 2 qualification
- Further your personal and professional development
- Available at no cost
- Receive support and guidance from a dedicated team of qualified assessors/tutors
- Study will enhance your personal and professional skills

What will I study?

The student will learn through the support of relevant materials for the course, with a knowledgeable tutor providing advice and guidance on the course content.

Units:

- Information, advice or guidance in practice
- Developing interaction skills for information, advice or guidance
- Signposting and referral in information, advice or guidance
- Information, advice or guidance - context
- Skills for advice provider

What can I do after this course?

You may wish to complete further distance learning courses in: Principles of Customer Service, Awareness of Mental Health Problems or Equality and Diversity.

Entry requirements

No specific entry requirements, however good written English is desirable. Learners must be in a role where they are providing information, advice or guidance.

Assessment

The course is delivered via distance learning, supported by online flipbooks. Work is assessed by the tutor throughout the course from induction to completion.

Visit this course on our website: <https://www.selby.ac.uk/courses/information-advice-or-guidance-certificate-level-2>

For further information please contact the college: <https://www.selby.ac.uk/contact>

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