

Information, Advice & Guidance Support Level 2



Who would benefit from the NVQ?

The level 2 NVQ in Information, Advice and Guidance Support will provide practical training and assessment to staff and individuals who have initial contact or are responsible for maintaining contact with clients, identifying their needs and providing advice and guidance.

The course will be delivered at the organisation's premises minimising disruption and working patterns by designing course workbooks, delivering tutorials and on the job assessment.

What is the Qualification Structure?

The Qualification comprises of three mandatory units and a further three optional units which can be chosen according to individual disciplines.

The three mandatory units are:

- Support clients to make use of the advice and guidance service
- Interact with clients using a range of media
- Develop personal performance through delivering customer service

The optional units include:

- Enable advice and guidance clients to access referral opportunities
- Provide and maintain information materials for use in the service
- Support customer service improvements
- Process customer service information
- Contribute to the identification of the risk of danger to individuals and others
- Contribute to the effectiveness of teams
- Receive and pass on messages and information

Additionally, up to four units can be carried forward to Levels 3 and 4.

Contact Optimas on 01709 331 163

