

# Information Advice & Guidance

Level 3



## Who would benefit from this NVQ?

The level 3 NVQ in Information, Advice and Guidance is aimed individuals working directly with clients, disseminating information, advice or guidance. The course will help you to confirm the skills you currently have as well as fill in any gaps of skills or knowledge.

## What does the NVQ cover?

Learners are required to complete three mandatory units together with a choice of three of the optional units:

### Mandatory units

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

### Optional Units

- Develop interactions with clients
- Assist clients to decide on a course of action
- Prepare clients through for the implementation of a course of action
- Assist clients to review their achievement of a course of action
- Negotiate on behalf of advice and guidance clients
- Liaise with other services
- Enable clients to access referral opportunities
- Enable learning through demonstrations and instructions

### Optional Units continued

- Provide and maintain information materials
- Facilitate learning in groups
- Ensure your own actions reduce risks to health and safety
- Ensure your actions contribute to a positive and safe working environment

### Course overview

<b>Qualification:</b>	NVQ
<b>Credits:</b>	N/A
<b>Duration:</b>	6 months - 2 years
<b>Learning:</b>	Workplace & assessment centre
<b>Assessment:</b>	Assessor

For more information contact Optimas Training on 01709 33 11 63 or visit [www.optimas-training.co.uk](http://www.optimas-training.co.uk)

