

Information, Advice & Guidance Support Level 3



Who would benefit from the NVQ?

The level 3 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:

- Establish communication with clients for advice and guidance
- Support clients to make use of the advice and guidance
- Review own contribution to the service

The optional units include:

- Develop interactions with advice and guidance clients
- Interact with clients using a range of media
- Assist advice and guidance clients to decide on a course of action
- Prepare clients through advice and guidance for the implementation of a course of action
- Assist clients through advice and guidance to review their achievement of a course of action
- Negotiate on behalf of advice and guidance clients
- Liaise with other services
- Enable advice and guidance clients to access referral opportunities
- Provide and maintain information materials for use in the service
- 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
- Enable learning through demonstrations and instructions

Contact Optimas on 01709 331 163