

LEVEL 2 CERTIFICATE INFORMATION, ADVICE OR GUIDANCE

Subject Area
Student Type
Study Mode

Business &
Professional
Adults
Distance Learning

What is the course about?

If your job role involves providing information, advice, or guidance (IAG), this qualification is ideal for you. The course is also suitable for those wishing to secure a role that involves providing IAG to others. Completing this course would benefit learning support workers, mentors, tutors, outreach workers, and people working in voluntary organisations or with adult or community groups. This fully online course covers communication techniques, interpersonal skills, group interactions, and how to store and retrieve information in a way that complies with the law.

Why should I choose the course?

For many organisations, it is vital to be able to offer clear and accurate IAG. It is also essential to know what can legally and professionally be shared. If you provide information, advice, or guidance as part of your role, this level 2 course can help you brush up on your skills and make sure you're aware of the fundamental rules for successful information sharing.

What will I learn?

This course will explore the following aspects of IAG:

- Exploring communication techniques
- Studying how values, attitudes and beliefs can affect interactions
- Developing interaction and interpersonal skills
- Learning how information, advice or guidance can be explored
- Learning how group interaction can be utilised
- Managing information, including storage and retrieval
- Learning how to comply with the law.

What will the course lead on to?

If you are already employed within this sector or hope to be in the future, this course will boost your skills and make a valuable addition to your CV. If you wish to study further, we have a range of adult courses which can be viewed on our website. For more information, contact our Learner Services Team on 01925 494400 or learner.services@wvr.ac.uk.

What support is available?



**Warrington
& Vale Royal
College**

Warrington Campus
Winwick Rd, Warrington WA2 8QA

 wvr.ac.uk

 01925 494 494

Winsford campus
Weaver St, Winsford CW7 4AH

 learner.services@wvr.ac.uk

We have a team of staff dedicated to providing learning support if required, as well as a Welfare Team that is on hand to offer guidance, support and help when needed. Additionally, eligible students can access a wide range of finance and funding support to help them during their time at college.

Click here for learning support: <https://wvr.ac.uk/college-life/learning-support>

Click here for finance support: <https://wvr.ac.uk/college-life/financial-support>

Why should I choose to study the course at Warrington & Vale Royal College?

Warrington & Vale Royal College has been rated as a good college in the latest Ofsted inspection. It has an excellent reputation for vocational courses and responds to specific business needs when requested. The tutors at Warrington & Vale Royal College are highly experienced in their fields and have a great deal of industry knowledge to impart. Our distance learning courses are delivered entirely online, allowing you to benefit from expert teaching in the comfort of your own home.

What are the entry requirements?

You should have access and be able to use online learning platforms and be able to cope with level 2 literacy.

If you are aged 19-23 you must hold a full level 2 qualification.

If you are currently undertaking an apprenticeship programme you will be exempt from enrolling on this course.

What are my funding options?

You should have access and be able to use online learning platforms and be able to cope with level 2 literacy.

If you are aged 19-23 you must hold a full level 2 qualification.

If you are currently undertaking an apprenticeship programme you will be exempt from enrolling on this course.

Are there any additional costs associated with the course?


There are no specific extra costs apart from access to IT and the internet, as well as any books/stationery you wish to purchase yourself.



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