

Information, Advice or Guidance

This course will help equip you with the practical skills needed to successfully convey information, advice or guidance in a wide range of situations and sectors.



Nationally accredited



100% Government funded



Takes on average 5 - 10 weeks



Engaging online learning



Expert 1-to-1 support



Level 2 qualification

Course Description

UK employers are often interested in candidates who can demonstrate an understanding of the importance of communicating appropriately with customers, clients, and colleagues. By studying our level 2 Information, Advice or Guidance (IAG) course, you will gain a comprehensive understanding of the key areas associated with providing effective IAG, which includes signposting, referrals, record keeping, confidentiality, in addition to communication and listening techniques.

Are you eligible to complete this qualification for free?

This qualification is 100% government funded if:

- On the 31st of August 2019, you were aged 19 or over
- You currently live in England. (However, anyone living in the following areas is not eligible for funding: Cambridgeshire and Peterborough, Greater Manchester, Liverpool City Region, Tees Valley, West Midlands, West of England, North East of England, and West Yorkshire)
- You have lived in the European Union for the last 3 years (unless you have been given a special Visa/Residence permits that gives you the permanent right to remain)
- Are unemployed in receipt of benefit or employed and can provide evidence (subject to eligibility)
- Can provide Identifications and relevant documentation as required
- If on the 31st of August 2019, you were aged between 19-23, you need to have gained a full level 2 qualification (e.g. five or more GCSE/O-Levels at grades A* - C / 4 - 9, one A-Level, two/three AS-Levels, five or more CSE grade 1's, GNVQ Intermediate, QCF Diploma Level 2).

How home-based learning works

After an initial digital assessment, you will receive access to the digital course, which is full of engaging and comprehensive content such as videos, quizzes, and more. You will be paired with a qualified assessor who will provide you with ongoing, friendly support. You'll then complete an online assessment in order to receive your qualification.

Job roles that this qualification can lead to:

- HR Assistant
- Recruitment Coordinator

Course Content

Information, advice or guidance in practice

In this unit, you will learn about the various differences between information, advice and guidance and the requirements of different clients and how these are best met. It will also help you to gain in-depth knowledge of the boundaries and responsibilities present when offering information, advice and guidance, including signposting, referrals and record keeping.

- **Developing interaction skills for information, advice or guidance**

Within this unit, you will discover how to interact with clients, executing appropriate and effective questioning techniques, listening skills and non-verbal communication. You will also gain knowledge of the impact of values, beliefs and attitudes on any interactions you may encounter, as well as the importance of confidentiality and impartiality.

- **Signposting and referral in information, advice or guidance**

In this unit, you will gain an understanding of the difference between signposting and referrals – when it is appropriate to refer or signpost an individual organisation’s procedures. Employees will also gain knowledge of good practice when signposting and referring, including recording, monitoring and evaluating.

- **Information, advice or guidance in context**

Within this unit, you will gain an understanding of information, advice or guidance in the context of their own practice and a specific group of clients – exploring different ways of assisting clients to explore and make choices. Knowledge on discriminatory practices and behaviours affecting specific client groups, as well as potential barriers and how to overcome them, are explored within this unit.

- **Skills for advice providers**

This unit provides you with an understanding of the purpose and process of an advice interview, examining the relationship between client and advisor, the advisor’s role, stages of the advice interview and how to ensure client confidentiality. A key part of this section is gaining knowledge of social policy in advice work, negotiating effectively on a client’s behalf and support and action planning.

FAQs

Where and when do courses take place?

Our Home Learning courses take place from the comfort of your home! You can be enrolled on our courses whenever you are ready, and start when you’re ready.

Can I work at my own pace and my own time?

Yes, the main advantage of doing our Home Learning course is that allows you to be flexible to choose the times that suits you to learn. Each course will have a recommended date to complete, with plenty of time to work through the units to gain the qualification.

How many hours a day do I need to dedicate to this course?

The amount of time that you dedicate to the course is entirely flexible. Depending on the qualification, someone dedicating 15 hours of learning a week can complete their qualification within eight weeks.

Do I have to pay for this course?

All our courses are free for those who are employed, furloughed or unemployed, subject to eligibility.

How do I enroll?

Please visit strivetraining.co.uk to enroll.

Do I have to attend your training centre?

No, you don’t need to attend our training center for any of our Home Learning courses.

Can anyone sign up for this course?

Yes, anyone who is employed or unemployed can enroll on any of our courses, subject to eligibility.

Do your courses have start dates?

No, you can start when you are ready and enroll when you are ready.

How many courses can I take?

You can enroll on one course at a time, but you can do as many as you like to achieve your career goals. We are happy to give you information, advice and guidance on any courses you wish to complete.

Will I get a certificate at the end of the course?

Of course. All our courses are accredited courses and you will receive a nationally recognized certification on achievement.

Do I need to do an exam at the end of my course?

All our Home Learning courses are assignment based, you will need to complete assignments for each of the units of the qualifications and submit them to your assessor.

What if I need support with my course work?

Your assessor will be available to support you through email or our messaging system and provide feedback on all your assignments you submit.

Will I be told how I am doing throughout the course?

Yes, you will be provided with regular progress updates.

I am interested in courses on subjects that aren't yet covered by Strive Training, will more courses be available?

Yes, there are further courses that will become available in due course, we will be keeping our website updated regularly, but if you would like to be notified please email us at homelearning@strivetraining.co.uk

I'm not great with technology - will I be able to learn online?

We continually try to make learning simple and transparent. Learning through our online platform is incredibly easy and you can navigate around your qualification quickly and access all the learning materials as soon as you login. Your studying should be about what you learn, not how you learn it. Which is why we make the entire process as simple as possible to help you adjust to learning online.

Next steps:

Visit strivetraining.co.uk to enroll or contact Ananta Patel
on 07388 993 106 or via apatel@strivetraining.co.uk

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