Create Care Training

ASPIRE • ENDEAVOUR • ACHIEVE

Level 2 Certificate in
Information, Advice or Guidance

Course overview

Many job roles involve interaction with customers, clients or colleagues to inform, advise or guide them, and there are many techniques it is important to be aware of in order to carry this out effectively.

This course aims to equip you with the practical skills needed to successfully convey information, advice or guidance in a wide range of situations and sectors. The course covers a variety of key topics crucial to providing an excellent and efficient service, including questioning, listening and communicating techniques, the importance of confidentiality and how to overcome barriers.

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Who is suitable?

This course is suitable for anyone working in, or looking to work in, a role which involves the giving of information, advice or guidance. The knowledge gained by carrying out this qualification is transferable across a wide range of sectors, allowing you to apply it to your own employment context. The minimum age requirement is 16 years old.

Learning method

Studying via distance learning means you can choose when and where you study.

This course is available:

Paper-based

Paper-based learning with online assessments.

All of our award-winning, paper-based learning resources are of the highest quality and are designed to be engaging and interactive to keep learners focused on their learning at all times.

What you will learn

This course is split into five manageable units:

Unit 1: Information, advice or guidance in practice

Unit 2: Developing interaction skills for information, advice or guidance

Unit 3: Signposting and referral in information, advice or guidance

Unit 4: Information, advice or guidance in context

Unit 5: Skills for advice providers

Benefits

- Gain a nationally recognised qualification
- Improve your communication skills to help you create a long-standing career pathway in your chosen industry
- Courses are delivered as distance learning, allowing you to choose when and where to study
- Personal tutors are assigned to ensure you have the support needed to succeed.

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ENDORSED RESOURCE
Training Qualifications UK

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