



## IAG - Information Advice and Guidance

This National Vocational Qualification is beneficial for staff in all organisations providing advice and guidance. Essential for staff in any organisation working towards the Matrix standard.

# Information, Advice and Guidance NVQ Training

## Who is suitable

Anyone in a job role offering advice and guidance services in a broad and varied range of work activities. These include career guidance, Social Services, youth work, education/training providers and brokers, citizen's advice, housing, financial advisers, debt counsellors, welfare workers and other counsellors.

Candidates could be employed in local authorities, private companies or voluntary organisations. Advice and Guidance NVQs are primarily aimed at practitioners who work directly with clients, disseminating information, advice and some level of guidance. They will be working within clear guidelines dealing with information that often needs to be adapted and interpreted for the client.

NVQs in IAG are available at level 2, and 3.

## Contracts

Benefits for the organisation :

- Essential to achieve Matrix Standards which are often required when tendering for Government contracts.
- Qualified staff giving advice and guidance.
- Better compliance with Data Protection legislation.
- Motivates staff by recognition of achievement in providing quality information and advice services.

Benefits for the individual :

- Confidence that work is done to a national standard
- Improved standard of service to clients
- Improved team work and communications
- Recognised national qualification in advice and guidance
- Easy transition from level 2 to level 3

**Delivery method** – To minimise disruption in the workplace the course is delivered in a combination one day workshops, self study resources, observations and assessments. Typical delivery time is 3 months.

## Course Description Level 2

The course will provide practical training in techniques of advice and guidance and compliance with legal and ethical standards. It will equip staff to professionally make and maintain contact with clients, identify their needs and interact with clients using a range of media to meet their needs for information and advice. The course will include full support towards completing the NVQ portfolio and preparing for assessment by observation.

## Course Content Level 2

Mandatory Units :

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

## Course Description Level 3

The course is aimed at people who are in an advice and guidance role in a workplace or voluntary organisation. You must be a practitioner who works directly with clients dealing with more complex, non routine issues. The course will be practical training in techniques of advice and guidance including legal and ethical standards. It will equip staff to work directly with clients, disseminate information, adapting and interpreting information for the client. The course will include full support towards completion of the NVQ portfolio and preparing for assessment by observation.

## Course Content Level 3

Mandatory Units :

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

## Method of delivery

The programme is delivered in a series of one day training workshops supported by self study observations and assessment. The course can normally delivered in 3 months.

## Award Details

Qualification NVQ in Advice and Guidance Support

NVQ Level 2 Code: 50014651

NVQ Level 3 Code: 50010323

Awarding body : City and Guilds

## Complimentary Courses

Business Administration NVQ level 2 and 3

Customer Service Level 2 and 3

Team Leading level 2

Management level 3 and 4

