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# Information Advice or Guidance

This qualification is designed to enable those working in an Information, Advice or Guidance setting to develop their skills in order to improve their performance. There is an emphasis on communication skills, essential in any IAG job role, and includes the different methods of interacting, including group sessions. Important issues involved for organisations providing IAG include signposting and referral, legislation, policies and procedures and managing information.

This qualification aims to help you to assess and evaluate your own performance working within an IAG setting. You will consider methods of communicating and interacting, how to signpost and refer clients and how to manage information.

## Benefits

- ✓ achieve a nationally recognised Level 2 qualification
- ✓ further your personal and professional development
- ✓ available at no cost
- ✓ no need to formally attend a college, meaning that you can learn in your own time, at a pace that suits you
- ✓ receive a set of high-quality learner support materials that will be yours to keep and use as a reference
- ✓ receive support and guidance from a dedicated team of qualified assessors/tutors



Fully  
Funded!

## What does the course cover?

Each member of staff will be provided with high-quality and engaging support materials that provide the knowledge and understanding required to undertake the end of unit assessments. The course covers:



## How is it delivered?

The course is usually delivered over a period of 12 weeks. Alongside the learning materials you will have the support of a knowledgeable assessor/tutor who will give you support, advice and guidance on the course content as well as providing robust feedback on the work you complete. Successful completion of this course ensures that the learner has fully understood these important principles. This evidence can support some of the key training needs within the sector.

## What is the cost?

Due to the availability of government funding, this qualification is usually available at no cost. Funded places are limited so please book early to secure your place. Funding is subject to learners meeting set eligibility criteria; this will be provided prior to the start of any course. Please note that a fee of £100 is payable if learners decide to withdraw from the course and do not complete their assessments. Learners must want to independently enrol onto the course.

# We are enrolling NOW... get in touch

If you are interested in finding out more about our courses and how they can benefit your staff and business, call:

**ncfe.**



Skills Funding Agency

Debbie Torr

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or email [distancelearning@stephensoncoll.ac.uk](mailto:distancelearning@stephensoncoll.ac.uk)

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