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# INFORMATION, ADVICE OR GUIDANCE



Aged 19+ (born  
before 01/09/1999)



Lived in the EU  
for 3 years



Available  
fully funded

Offering clear and accurate information, advice or guidance and knowing what can be shared legally and professionally can greatly improve outcomes for a business. There are some fundamental rules for successful information sharing and ensuring staff are aware of these is key.

## Benefits

Achieve a nationally recognised Level 2 qualification

Evidence your competency to employers

Increase understanding of accurate record-keeping,  
effective signposting and referral

Further your personal and professional development

Learn at a time that suits you without the need to  
attend college

Improve your understanding of effective  
communication techniques

## What you will learn

Information, Advice or Guidance in Practice

Developing Interaction Skills for Information,  
Advice or Guidance