

Course Information Sheet

Information, Advice or Guidance (IAG) Level 2 Certificate

F01EV99V



[OCSW F01EV99V Information, Advice or Guidance Level 2 \(oncoursesouthwest.co.uk\)](http://oncoursesouthwest.co.uk)

Course Description:

Empower yourself and others! Learn how to provide effective information, advice, and guidance (IAG) in various settings.

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Make a difference by guiding others. This qualification will develop your knowledge and skills to offer effective support and guidance. You will gain a comprehensive understanding of IAG principles, explore communication techniques, and learn how to research and signpost individuals to relevant resources.

Key areas covered include:

- Introduction to IAG, core principles, communication skills, and active listening techniques.
- Exploring information gathering techniques, researching reliable sources, and critical evaluation of information.
- Learning effective signposting methods, referral processes, and understanding different support services.
- Confidentiality and ethical considerations in IAG, data protection, and safeguarding vulnerable individuals.
- Working within a legal framework relevant to IAG.

Who should join this course?

This course is ideal for:

- Individuals wanting to develop skills to offer information and guidance in professional or voluntary settings.
- Those interested in careers in areas like employability, careers advice, or social care.
- Anyone looking to gain the knowledge to support friends, family, or within their community.

Entry Requirements

Previous level 1 maths and English achievement or demonstrating the ability to work at these levels is recommended

Progression Opportunities:

This course can serve as a stepping stone to further qualifications in areas like information services, careers advice, or social care, such as Level 3 diplomas in information advice and guidance or specialist social care pathways.

How do I enrol?

To apply for this course online at www.oucoursesouthwest.co.uk and simply click on the 'How to Enrol' button and complete the Enrolment Form and one of our customer service team will be in touch or call to speak to one of our friendly Learning Advisors on 01752 660713. You will be invited to undertake an initial assessment to ascertain your levels of English and maths prior to entry on this course of study.

How will the course be delivered?

This is an **E-Learning course** and is exclusively delivered via an online learning, self-study programme. You will be enrolled for an online learning platform and will work independently through the units and materials provided.

Will I need to practise outside the classroom?

This is an E-learning course, and your study pattern is self-managed. A commitment of 2 - 3 hours per week is suggested to enable successful completion of the course within the timescale of 20 weeks.

How will I know I'm making progress?

You will receive regular feedback from an assessor following completion and submission of individual units.

What will I need?

A laptop or desktop computer with internet access is required for completion of coursework and home learning

Please note:

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.onscoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

