

Advice & Guidance NVQ L2

Is this course for me?

If you work in a role where you provide administrative support to advice & guidance practitioners, or if you provide a customer service to clients requiring these services, then this qualification is for you. This qualification is particularly relevant, if you would like to progress to become an advice and guidance practitioner.

What will I learn?

This qualification will help you build competencies and skills needed to work in the advice & guidance sector.

How much does it cost?

Price: For more information on costs please call a member of the Sales Team.

Government funding is available in certain circumstances; please contact the Sales team on the contact details below, to find out if you're eligible.

How do I achieve this qualification?

This qualification is a practical work based course, so you don't have to take exams and you don't have to attend college. To achieve this qualification, you must complete six units of study, three units are mandatory and three units are optional. You will be required to compile a portfolio of evidence, to demonstrate how you meet the course requirements. This evidence is generated from your day to day work.

The qualification is structured as follows;

Mandatory Units

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

- Support customer service improvements
- Promote additional services or products to customers
- Process customer service information
- Contribute to the identification of the risk of danger to individuals and others
- Contribute to the effectiveness of teams
- Receive and pass on messages and information

Optional Units

- Enable advice and guidance clients to access referral opportunities
- Provide and maintain information materials for use in the service

How long will I study?

6 to 9 months

What do I need to get on the course?

- You must be working within a job role that relates to the qualification been taken
- UK or EU passport holder, or be able to demonstrate 3 years unbroken residency within the UK
- Score at least Entry level 3 or above on the Initial Assessment basic skills test

How will I benefit from this qualification?

You will benefit in the following ways:

- You will develop a clearer understanding of your responsibility within your organisation
- You will have greater opportunities to develop new skills
- You will get recognition for your existing skills
- By completing this qualification, you will also develop better career progression opportunities

How will my employer benefit from this qualification?

You employer will benefit in the following ways;

- Improved staff motivation and performance
- Demonstrate commitment and provide evidence of the underlying principles and values of the advice and guidance professional
- The opportunity to ensure that staff CPD meet the national standards
- Improvements in the service being provided to service users
- Increased market presence through the implementation of best practise

What other qualifications can this course lead to?

After you've achieved this qualification, you can progress to any of the following courses;

- Advice & Guidance NVQ Level 3
- Advice & Guidance NVQ Level 4
- Degree level qualification in a related subject area

How do I enrol?

To enrol on this course, please call a member of the sales team on 0208 909 6011



training guide sheets 13.11.09 price update