

# Information, Advice & Guidance

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

- Unit 1 - Information, Advice or Guidance in Practice
- Unit 2 - Developing Interaction Skills for Information, Advice or Guidance



## Eligibility Criteria

- Aged 19+ (born before 01/09/1999)
- Lived in the EU for 3 years



Available  
fully funded

To find out more about this qualification, please contact:

Call: 01924 303 302 | Email: [wakefieldonlinelearning@wakefield.gov.uk](mailto:wakefieldonlinelearning@wakefield.gov.uk) |

Visit: [www.wakefield.gov.uk/adulteducation](http://www.wakefield.gov.uk/adulteducation)