

# Information, Advice or Guidance

**Level 2****Award 48gH  
Certificate 120gH****Award 6 credits  
Certificate 15 credits**

**The programme is designed to support learners who are working as advice or guidance providers. It will enable them to appropriately guide and support people in making informed choices and will also provide recognition for the work that they do.**

## **Who is it for?**

The Award and Certificate are ideal for anyone with an interest and/or some involvement in information, advice or guidance delivery in their work but not as their main role, for example: learning support workers; mentors; people working in voluntary organisations or with adult or community groups; tutors and outreach workers.

## **What are the benefits of doing this course?**

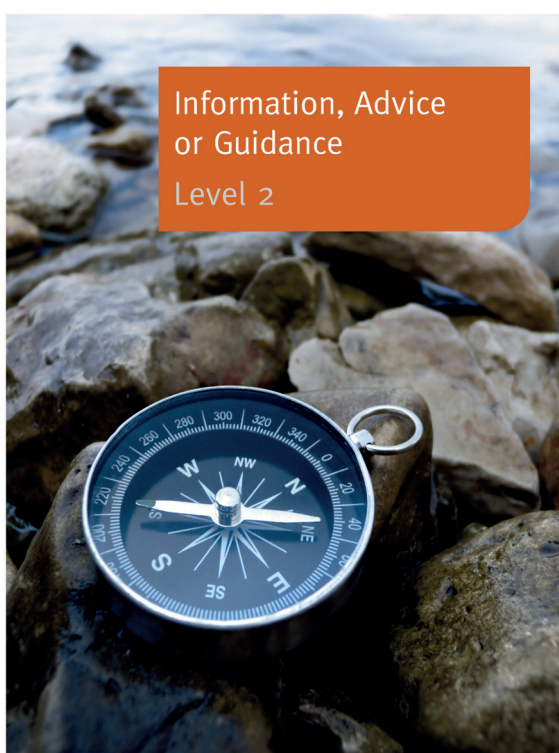
By following Hallmark's materials learners will be able to develop their skills, share best practice and increase their confidence in information, advice or guidance delivery. The programme will provide them with an understanding of the factors which can influence the effectiveness of information, advice or guidance group sessions. It also covers how to plan, conduct and evaluate such sessions and enables learners to acquire the skills required to establish co-operative working relationships with clients.

Learners will increase their awareness of the range of resources available to clients in specific organisations. They will also develop an understanding of the range of media available which can be used to provide information to their own clients. The programme will provide them with the skills to recognise when it is appropriate to signpost or refer clients to other agencies and understand how to monitor and evaluate referrals. Employers will benefit from their employees becoming more informed and self-assured in their work role and consequently, clients will receive a higher quality service.



Information, Advice  
or Guidance

Level 2



 **Hallmark**  
Education

## Progression opportunities

By undertaking this programme, candidates will be able to further their own continuous professional development, which may improve their career prospects, or progress on to further qualifications such as courses in health and social care, customer service or related subjects. See [www.hallmarkeducation.org.uk](http://www.hallmarkeducation.org.uk) for details of relevant Hallmark programmes.

## Information for learning centres:

### Qualification reference number:

NOCN: Award 600/1021/6 Certificate 600/1020/4

NCFE: Certificate 601/4321/6

### Awarding organisations:

National Open College Network (NOCN)

(see [www.nocn.org.uk](http://www.nocn.org.uk))

NCFE (Certificate only) (see [www.ncfe.org.uk](http://www.ncfe.org.uk))

## Course content

Mandatory units

*Developing interaction skills for information, advice or guidance (Credit value: 3) (Y/502/7983)*

*Information, advice or guidance in practice (Credit value: 3) (D/502/7984)*

Optional units (Certificate)

*Information, advice or guidance work with groups (Credit value: 3) (L/502/7995)*

*Managing information (Credit value: 3) (A/502/7989)*

*Signposting and referral – Information, advice or guidance (Credit value: 3) (F/502/7668)*

To achieve the Award\*, learners must achieve a total of 6 credits by successfully completing all of the mandatory units. In order to achieve the Certificate, they must achieve a total of 15 credits by completing all of the mandatory units (6 credits) and optional units (9 credits).

\* Only available with NOCN

## Entry requirements

Learners must be aged 19 or over in order to enrol on the course. There are no other specific entry requirements for this qualification.

## Course delivery and assessment

Hallmark's materials comprise activity workbooks, which have been produced to suit a range of delivery methods. Learners will be provided with all necessary workbooks to complete the programme and will be required to work through a series of tasks and activities designed to reinforce the learning process and test their knowledge. The learning materials include an assessment, which allows learners to complete a portfolio of evidence and demonstrates achievement of all learning outcomes associated with each unit. A comprehensive tutor guide is supplied to accompany these materials.

**For further information, please contact:**

Hallmark Education Ltd, Cofton Barn, Trent Lane, Kings Newton, Derbyshire, DE73 8BT

t: 01332 410067 e: [info@hallmarkeducation.org.uk](mailto:info@hallmarkeducation.org.uk)

[www.hallmarkeducation.org.uk](http://www.hallmarkeducation.org.uk)