



Global Training Centre
101, Lockhurst Lane, Coventry, CV6 5SF

Course Name	Level 3 Award in Information Advice and Guidance (RQF)
Qualification achieved	ICQ Level 3 Award in Information Advice and Guidance (RQF) (RQF) 603/4032/0

Course Structure
<p>This course is completed as a distance learning qualification by:</p> <ul style="list-style-type: none">• Individual research at home under the guidance of your personal assessor• Telephone assessment appointments to discuss your evidence and/or submitting written evidence to your assessor <p>There is no observation of practice at your place of employment required to complete this course. There are no exams required to achieve the qualification</p>
Course Duration
This course can be completed in as little as 3 weeks. Average learning time is 70 hours. This course has a limit of 3 months to complete from enrolment date.
Costs
This course is non funded and costs £150 to undertake. We are able to offer an instalment plan to those that require it but release of certification is not possible until the cost of the course is paid in full.
Who can enrol for this course?
Must be aged 16+. Anyone who is employed in any sector. Anyone with pending employment in any sector
Entry Requirements
There are no specific entry requirements however learners should have a minimum of Level 2 in literacy and numeracy or equivalent.
Who is this course suitable for?
This course is designed for <ul style="list-style-type: none">• Anyone employed in any sector where your role brings you into contact with clients• Anyone where their roles has customer service as an integral part of their job• Anyone who requires a short course for CPD where they are looking for best practice in roles that involve delivering Information, Advice or Guidance to clients
Certification
Upon successful completion of this course you will be issued with a hard copy of your certificate

What will I learn by taking this course

This course has 2 mandatory units covering

- Develop interactions with advice and guidance clients
- Understand the importance of legislation and procedures

The benefits of taking this course

- Be able to enable clients to explore their issues
- Be able to sustain interactions with clients
- Be able to bring interactions to a close
- Understand legislation and codes of practice which impact on their role
- Understand how to deal with urgent situations
- Be able to record contacts, interactions, agreements, and provision of information
- Understand the actual or potential effect of own values, beliefs, attitudes and behaviours when working
- Understand why the effectiveness of methods may vary depending upon the situation and clients involved