


NOCN Level 2 - 5 Unit Certificate: Developing Information, Advice and Guidance Skills



NOCN LEVEL 2 CERTIFICATE (IAG) – 5 units

Developing Information, Advice and Guidance Skills

Awarding Body: National Open College Network

Who will benefit?

This level 2 qualification offers an introduction to understanding the world of Information, Advice and Guidance (IAG) and helps develop an awareness of good practice in the field. It is a classroom-based qualification which facilitates learning through discussion. Front-line workers in a variety of advice and information roles can contribute to and take advantage of the learning involved.

The Qualification

The qualification introduces topics such as the scope and context of IAG; typical IAG activities: communication and engagements skills; work based learning; models of helping; professional and role boundaries, signposting to other agencies; the equal opportunities agenda and ethical practice; reflection and self development.

To achieve the level 2 Certificate candidates undertake peer assessment, write a reflective diary and submit a portfolio of written work. This can be completed in the afternoon workshops, where tutor support is available, or in the candidates' own time.

The programme is designed to be delivered flexibly to meet the needs of individual candidates and the organisation. Normally candidates attend eight full day sessions, held weekly.

Materials are available in alternative formats to suit the needs of clients and organisations.

Centre Support and Assessment

- Individual tutor support for learners
- Email and telephone help available Monday to Friday, with an out-of-hours answerphone service
- A range of assessment methods benefit from individual learning styles
- All portfolios moderated internally by qualified verifiers

Candidates normally complete the qualification within 3 months.

There are no formal requirements needed, beyond a basic level of literacy. However, to benefit from the course, the candidate needs to be involved or have an interest in information and advice work and be willing to complete the portfolio.

How to apply

Contact rosemary.tatchell@ckcareers.org.uk or patricia.taylor@ckcareers.org.uk for an application form or ring C&K Training on 01484 226775 for more information. Further details are available on our website www.cktraining.co.uk.

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