

NVQ Advice and Guidance Support Level 2

This NVQ is for those working in an advice and guidance setting. It is designed for full or part time workers, paid and voluntary, permanent or temporary, as well as day or night workers.

This NVQ will provide progression to higher levels of qualification. A number of the units in Level 2 Advice and Guidance Support are directly transferable into NVQ Level 3 and Level 4 Advice and Guidance. Candidates can also undertake an NVQ in a relevant area after completion such as NVQ Customer Service level 2.

Candidates must complete 3 mandatory units:

- AG 2 Support clients to make use of the Advice and Guidance service
- AG 4 Interact with clients using a range of media
- Unit 38 Develop personal performance through delivering customer service

and 3 of the following optional units:

- Unit AG 13 Enable advice and guidance clients to access referral opportunities
- Unit AG 21 Provide and maintain information materials for use in the service
- Unit 37 Support customer service improvement
- Unit 10 Promote additional products or services to customer
- Unit 11 Process customer service information
- Unit HSC240 Contribute to the identification of the risk of danger to individual and others
- Unit HSC241 Contribute to the effectiveness of teams
- Unit HSC242 Receive and pass on messages and information

Assessments will take place in the workplace and will include the following methods: Observation, professional discussion, questioning, and projects and assignments.

