



# Information, Advice and 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.

## Course Content

- Explore communication techniques
- Study how values, attitudes and beliefs can affect interactions
- Develop interaction and interpersonal skills
- How information, advice or guidance can be explored
- How group interaction can be utilised
- Manage information, including storage and retrieval

## Mandatory units

- Information, advice or guidance in practice
- Developing interaction skills for information, advice or guidance

### Qualification

Fully Funded  
Level 2 Certificate  
Distance Learning

Guided Learning  
Hours

**114-120**

Course length

**10 weeks**



To enquire about this course, call Claire at CQM Learning  
0114 281 5761 or [claire.eley@cqmlearning.co.uk](mailto:claire.eley@cqmlearning.co.uk)