

# Advice and Guidance

Anyone working in this field will be involved in providing information, identifying client requirements and assisting clients to decide upon a course of action. Roles exist in the Connexions Service, schools, colleges and universities, social services, benefits advice centres, financial institutions, energy advice organisations and the voluntary sector. Advice and Guidance Qualifications complement many customer service roles.



## ACCESS OFFER:

### Apprenticeships and Advanced Apprenticeships NVQ Level 2 and 3

Access have delivered vocational training programmes for employers and individuals since 1983. Committed to quality training and continuous improvement, we have built a reputation for our professional yet friendly, caring and supportive approach. In 2007 we attained the Matrix Award for the standard of Information, Advice and Guidance we provide to learners.

We offer qualifications in Advice and Guidance to employers and individuals throughout Tyne and Wear. Delivery is through a mixture of workplace training and assessment.

## APPLICANTS SHOULD BE:

- an advice and guidance practitioner working directly with clients, disseminating information, advice and some level of guidance
- working with information that is often interpreted by others
- interested in providing a service for customers
- prepared to work hard to achieve success
- keen to achieve further qualifications

## QUALIFICATIONS AVAILABLE:

- **NVQ 2** involves the achievement of six units, made up of 3 mandatory units and 3 (out of 8) optional units
- **NVQ 3** also involves the achievement of six units, made up of 3 mandatory units and 3 (out of 13) optional units
- **Key Skills** – Apprenticeships/Advanced Apprenticeships involve further assessment in Application of Number, Communication and Information Technology

## HOW TO APPLY

### Access

Gateshead Skills Academy  
Kingsway South, Team Valley  
GATESHEAD  
NE11 0JL

**T:** 0191 490 4646

**F:** 0191 490 4647

**E:** [info@accesstraining.org](mailto:info@accesstraining.org)

**W:** [www.accesstraining.org](http://www.accesstraining.org)

### Business Solutions

Apprenticeships  
Training