

Advice and Guidance Support NVQ Level 2

Description	The level 2 NVQ in Advice and Guidance is a qualification for those working in any setting that involves advice and guidance, such as advice services or training centres. It is suitable for customer services advisors, helpdesk advisors or careers advisors.
Qualification Overview	The qualification covers topics such as interacting with customers and supporting customer service improvements. It provides an opportunity for candidates to develop their personal performance.
Timescale	3 to 6 months, depending on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Support clients to make use of the advice and guidance service• Interact with clients using a range of media• Develop personal performance through delivering customer service <p>Optional units</p> <ul style="list-style-type: none">• Enable advice and guidance clients to access referral opportunities• Provide and maintain information materials for use in the service• Support customer service improvements• Promote additional services or products to customers• Process customer service information• Contribute to the identification of the risk of danger to individuals and others• Contribute to the effectiveness of teams• Receive and pass on messages and information
Awarding body	The awarding body for this qualification is Edexcel
Assessment	The candidate is required to complete the 3 core units and 3 optional units. Candidates will be assessed in their work setting through a variety of means including observation and samples of work.
Contact us	For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215. 181-187 Queen's Crescent, London NW5 4DS www.mapalim.com

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