



Environmental Excellence
Training and Development Ltd



Level 2, 3 and 4 Advice and Guidance – Certificates & Diplomas

Level 2 Qualification Overview:

These qualifications are for those working in all advice and guidance settings. They are designed for full or part time workers, paid and voluntary, permanent, or temporary, as well as day or night workers.

Progression routes are available.

Course Content:

Level 3

- There are 4 Mandatory units
- Establish communication with clients for advice and guidance
- Support clients to make use of the advice and guidance service
- Review own contribution to the service
- Understand importance of legislation and procedures

Level 4

- There are 5 Mandatory units
- Develop interactions with advice and guidance clients
- Manage personal case load
- Evaluate and develop own contribution to the service
- Operate within networks
- Understand importance of legislation and procedures



Qualification: Level 2, 3 and 4 Information, Advice and Guidance

Assessment Method: Portfolio of Evidence

Course Costs: TBA

Attendance and Timeframe: 6 weeks

Delivery Method: Blended options available

Delivery Location: EETD training suite or your nominated site

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Excellence Matters