

Information, Advice and Guidance (IAG)

Gateshead Adult Learning and Skills IAG qualifications will benefit those who give information, advice and guidance in the service sector. All of our trainers and assessors are highly experienced at providing advice and guidance within a range of organisations. Our learners therefore benefit from a wealth of knowledge and experience; learning to apply new practical skills that enhance personal performance and make a real difference to users of their service.

Our learners come from a range of organisations, including; parent support groups, youth and community services, voluntary organisations, doctors surgeries and walk in centres.

Advice and Guidance Training and Development

Our training packages support learners to enhance their current approach as they work with customers/clients with a wide range of needs. We have developed links and working partnerships with a number of IAG organisations so you can be assured that our IAG programmes are valid and up-to-date; meeting sector and organisational requirements.

Employers and learners can access training through apprenticeships, NVQs and bespoke training packages.

Advice and Guidance Workshops include:

- Communication Skills
- Continuous Improvement and self development
- Working with individuals
- Enabling, sustaining and closing interactions
- Identifying opportunities to exceed client expectations
- Codes of practice, values and ethics

Please take a look at the Advice and Guidance development options available.

- Apprenticeship and Advanced Apprenticeship in IAG
- IAG NVQ Levels 2 and 3

Our team is constantly on hand to answer any queries you may have.

Please contact us for advice and guidance:

**Employer and Learner Advice Line:
0191 433 8610**