



The Qualification Structure in Advice and Guidance comprises one National Vocational Qualification or Scottish Vocational Qualification each at Levels 2, 3 and 4

Level 2 in Advice and Guidance Support

6 Units: 3 Mandatory Units and 3 Optional Units

3 Mandatory Units:

AG 2	Support clients to make use of the advice and guidance service
AG 4	Interact with clients using a range of media
Customer Service Unit 38	Develop personal performance through delivering customer service

Plus 3 Optional Units from:

AG 13	Enable advice and guidance clients to access referral opportunities
AG 21	Provide and maintain information materials for use in the service
Customer Service Unit 37	Support customer service improvements
Customer Service Unit 10	Promote additional services or products to customers
Customer Service Unit 11	Process customer service information
Health & Social Care Unit 240	Contribute to the identification of the risk of danger to individuals and others
Health & Social Care Unit 241	Contribute to the effectiveness of teams
Health & Social Care Unit 242	Receive and pass on messages and information