

CACHE Level 2

Certificate in Information, Advice or Guidance

COMMUNICATION SKILLS

CONFIDENTIALITY

LISTENING SKILLS

RECORD-KEEPING

INTERACTION SKILLS

CODES OF PRACTICE

IMPARTIALITY

Workbook 1

Section 1: Information, advice or guidance in practice

These workbooks deal with the skills and knowledge that are needed in an information, advice or guidance role. When working through the examples, activities and assessments, please base your answers on any of the following:

- an information, advice or guidance role you have in your current job
- an information, advice or guidance role from a previous job
- an organisation that is familiar to you
- an organisation that you have researched

In this section you will learn what ‘information, advice or guidance’ means. You will consider the scope of provision and the types of information, advice or guidance needed by individual clients. You will need to understand the boundaries of your own role in meeting the requirements of clients and how clients are referred and signposted. You will also look at record-keeping; how records are kept and the importance of accurate record-keeping.

The meaning of ‘information, advice or guidance’

Please read the following as it will help you to answer question 1.

The term ‘information, advice or guidance’ (IAG) encompasses the services provided to help individuals manage situations or problems in their life. There are many organisations that provide information, advice or guidance services on issues such as:

- careers and employment
- education and training
- financial advice on issues such as debt, loans, mortgages and savings
- childcare options
- housing options
- transport
- health issues
- disability
- drug or alcohol addiction



Information means facts or figures gained through research or study. Information could be provided in various ways, including written materials such as leaflets and fact sheets or in face-to-face meetings. Professional advice is available on where to access information required.

Section 1: Information, advice or guidance in practice

Did you know?



Alcohol addiction or misuse is one problem that an individual may seek information, advice or guidance about. Information can be obtained from the NHS website whilst advice or guidance may require a visit to a GP or nurse. This could involve referral for counseling such as cognitive behavioural therapy (CBT).

There are also charities and support groups offering information, advice and guidance including Alcoholics Anonymous.

Knowledge Activity 1: Describe information that is available to you in your workplace, this could be from your supervisor or manager in appraisals or meetings or training sessions provided.



Advice is information that provides a review of the different options and their pros and cons, also including opinions and recommendations. This is more than just information – the client is presented with supporting information in order to help them make decisions.

Guidance involves more in-depth discussions providing the client with possible solutions and ongoing support where required. The client is provided with solutions or options that they can take action on.

Section 1: Information, advice or guidance in practice



Did you know?

There are many organisations offering information, advice or guidance across the UK on a wide range of issues, including:

- Money Advice Service
- The Disability Law Service
- Citizens Advice
- The Pensions Advisory Service
- NHS
- National Debtline
- Marie Stopes Clinics
- Family Rights Group
- National Careers Service
- Age UK



Knowledge Activity 2: With the example below to help, give an example of information, advice or guidance given in your organisation:

Organisation chosen:

Information:	Advice:	Guidance:
Catarina is struggling to manage her finances as she has a number of debts. She gets information about debt management from a website recommended to her by an adviser.	Catarina meets with the adviser who takes some information about her debts and talks through some of the options available. She provides information on each of the options and they talk about which might be the best way of resolving the problems.	Catarina has spoken to an adviser who gave her some options and then referred her to a specialist in debt counselling. The debt counsellor sits down with Catarina and they draw up an action plan together, agreeing on some timescales and he helps her to organise an appointment with the bank to arrange to start paying back the loans. They arrange further meetings to review progress made and provide ongoing support until Catarina feels she is back in control of her finances.

Section 1: Information, advice or guidance in practice

Information:	Advice:	Guidance:

Did you know?



The Information Advice or Guidance strategy was launched by the Government in 2009, principally to enable young people to make the right education and training choices, with the aim of increasing their chances of succeeding.



Section 1: Information, advice or guidance in practice

The scope of information, advice or guidance provided by organisations

Please read the following as it will help you to answer question 2.

The scope or range of information, advice or guidance provided by an organisation will depend on:

- the staffing available
- the specialist knowledge, expertise and skills of staff/advisers
- funding or financial constraints
- size of the organisation

Looking at the examples below will help you to think about the scope or range of information provided by your own organisation:

A charitable organisation for debt management	An organisation providing advice on addiction	An organisation providing support and advice on care issues
<ul style="list-style-type: none">● website providing information and links● free debt management plan● specially trained advisers● face-to-face contact● leaflets and guides● review of credit and debt situation leading to personalised plan	<ul style="list-style-type: none">● website providing information on various types of addiction● phone line● fact sheets● contact details of other useful agencies● support groups	<ul style="list-style-type: none">● website● email contact – an adviser will phone back● helpdesk, telephone and face-to-face advice● visits to clients in own homes if required● signposting● free benefits check to identify what benefits clients are entitled to

As you can see from the above examples, the scope of information, advice or guidance varies in different organisations. For example, care organisations are able to visit the client in their own home if required, whereas many organisations would not have the staffing or funding to be able to do this. The debt charity have specially trained advisers which is important in financial issues and the addiction organisation offers support groups as this is often an important tool in helping people with addiction issues.

Section 1: Information, advice or guidance in practice

Did you know?



Advisers who are unable to provide the service required or lack the means to do so must advise clients appropriately and must try to direct them to another provider. This should be done at the earliest opportunity, preferably at the first point of enquiry or contact.

Knowledge Activity 3: Describe a situation in which you were unable to give the required support or advice to a client and explain how you dealt with this.



Types of information, advice or guidance required by clients

Please read the following as it will help you to answer question 3.

The type of information, advice or guidance required depends on the client's situation and their own level of ability in resolving their problems. Some clients may only require some initial information and simply giving them contact details of other agencies that can provide the information they require may be enough. Other situations may be more complex or the client may not have the ability to make decisions on their own or follow advice given, they may need longer-term support and might need to have meetings or appointments set up for them.



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