

# Open Awards Qualification Unit



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## 1 Unit Details

Unit Title:	Information, Advice and Guidance in the Workplace
QAC Code:	M/615/7018
Level:	Level 1
Credit Value:	3
Minimum GLH:	27

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the role of information, advice and guidance (IAG)	1.1 Outline what IAG involves
	1.2 Describe what is meant by signposting, with examples of people at work who could be in or are in a signposting role
	1.3 Outline the role of the unions in IAG
	1.4 Outline the potential role of the employer in IAG
2. Be able to access and contribute to work-based IAG services	2.1 Identify organisations at work and in general who offer or support IAG services
	2.2 Outline why individuals might want to access IAG services and give an example
	2.3 Identify a person/people at work who offer IAG and the location for these services
	2.4 Outline how an individual can access IAG services
	2.5 Give examples of how any worker can contribute to IAG services and why this is potentially helpful to the company as a whole
3. Be able to use IAG services to help progression at work	3.1 Outline ways in which IAG could help the individual to progress at work

	3.2	Identify what is meant by impartial advice and why those offering or supporting IAG services need to give it
	3.3	Outline the role appraisal plays in IAG
	4.1	Identify specialist services that offer help and support to individuals seeking to progress at work
4. Understand about other specialist services	4.2	Identify why work-based IAG services may signpost an individual to specialist services