

NCFE CACHE Information, Advice or Guidance

Accreditation	NCFE
Course duration	3 months blended learning
Certificate valid for	Never expires

Who should attend

The NCFE CACHE Level 2 Certificate in Information, Advice or Guidance is eligible for European Social Funding and is for learners working, or about to work in an information, advice or guidance role such as a careers advisor, counsellor, customer service advisor, learning support worker etc.

Course information

Course Overview

This qualification is designed for those people who work in, or are looking to work in an information, advice or guidance role such as:

- Careers Advisor
- Counsellor
- Customer Service Advisor
- Debt Advisor
- Employment Advisor
- Help-desk Advisor
- Housing Support Worker
- Learning Support Worker
- Legal Services Support Workers
- Peer Mentor
- With a range of employers such as:
 - local authorities
 - careers advice services
 - voluntary sector organisations
 - student services
 - citizen advice services
 - housing associations

This qualification aims to develop the learner's knowledge and understanding of the key principles of information, advice or guidance and applying these within their own context.

Course Objectives

The objectives of this qualification are to prepare learners for further training and to support a role where learners may give initial information, advice or guidance to others.

Course Units - Mandatory

1. Information, advice or guidance in practice
2. Developing interaction skills for information, advice or guidance

Course Units - Optional

1. Signposting and referral in information, advice or guidance
2. Information, advice or guidance - context
3. Skills for advice providers
4. Benefits advice work - practice
5. Managing information
6. Specialist advice work in practice – housing
7. Specialist advice work in practice - debt
8. Specialist advice work in practice – employment
9. Specialist advice work in practice – refugee, immigrant or asylum seeker
10. Information, advice or guidance in schools and colleges
11. Information, advice or guidance work with groups
12. Operating within networks to support information, advice or guidance

Assessment

To be awarded the Level 2 Certificate in Information, Advice or Guidance, learners must achieve a minimum of 15 credits as follows:

- a total of 6 credits from the mandatory units
- a minimum of 9 credits from the optional units

Assessment involves a blended delivery approach - This is a mixture of face-to-face and remote sessions with a qualified assessor.

Certification

Delegates will be awarded the NCFE CACHE Level 2 Certificate in Information, Advice or Guidance.

More details

Progression Opportunities

Learners who achieve this qualification could progress to:

- Level 2 Certificate in Counselling Skills
- Level 2 and 3 Certificates in Principles of Customer Service
- Level 2 Diploma in Customer Service
- Level 3 Award in Counselling Skills and Theory
- Level 3 Diploma in Counselling Skills
- Level 3 NVQ Certificate in Advice and Guidance
- Level 3 Certificate in Information, Advice or Guidance

Funding and Support

We are able to offer this course fully funded through The Adult Education Budget (AEB) and European Social Funding (ESF) - subject to eligibility. Please contact us to find out more about eligibility, along with the course dates we have running in various locations around the UK.