



NCFE CACHE Level 2 Certificate in Information, Advice or Guidance

Qualification Number: 601/0008/7

LEVEL	DURATION	CREDITS / TQT	STUDY MODE	AWARDING BODY
Level 2	3–4 Months	TQT: 130 hrs	Online / Distance	NCFE CACHE

COURSE OVERVIEW

Working in information, advice or guidance — whether in a careers service, housing support, community setting or helpline — this Level 2 Certificate gives you the core skills and knowledge to do that job professionally and ethically. You will cover how to interact with clients, maintain confidentiality, signpost effectively and operate within professional boundaries. A solid, practical qualification for frontline IAG workers at any career stage who want to formalise their expertise with a nationally recognised award.

QUALIFICATION UNITS

- ▶ Understand How to Develop Working Relationships with Clients
- ▶ Principles and Practices of Information, Advice or Guidance
- ▶ Signposting and Referral in IAG
- ▶ Confidentiality and Data Management in IAG
- ▶ Communication Skills for IAG Practice
- ▶ Equality and Diversity in IAG Practice

ENTRY REQUIREMENTS

- ✓ Age 16 or over
- ✓ Level 1 Functional Skills in English & Maths
- ✓ Suitable for anyone working or volunteering in advisory roles
- ✓ No prior IAG qualification required

PROGRESSION OPPORTUNITIES

- ✓ Level 3 Award or Certificate in IAG
- ✓ Careers Adviser / Employment Adviser roles
- ✓ Housing support, community outreach or social care guidance
- ✓ Level 3 Advice and Guidance qualifications

ASSESSMENT & CERTIFICATION

Internally assessed and externally moderated portfolio of evidence. No exams. Evidence includes written assignments, reflective accounts, case studies and professional discussions. A Pass is required across all units. Awarded by NCFE CACHE.

Course Fee: Contact us for fees

Flexible payment plans available | No hidden charges | Contact us to enrol today

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