



# Level 2 Certificate in Information, Advice and Guidance

**Dates:** 01/08/2024

**Locations:** Online

Please note: this course is only available to learners in England outside Greater London and outside the combined authorities of: Cambridgeshire and Peterborough, Greater Manchester, Liverpool City Region, Tees Valley, West of England, West Midlands, North East, Sheffield City Region, and West Yorkshire.

This qualification aims to develop the learners knowledge and understanding of the key principles of information, advice or guidance and applying these within their own context. For those 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 worker, peer mentor. With a range of employers such as: local authorities, careers advice services, voluntary sector organisations, student services, citizen advice services, housing associations.

## Entry Requirements

In order to undertake this course, you must have English at Level 1. You will need to know how to use an electrical device such as; a computer, laptop or tablet due to the delivery of the course being all online.

## What topics does the course cover?

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.

Mandatory units:

- Information, advice or guidance in practice

- Developing interaction skills for information, advice or guidance

Optional Units:

- Signposting and referral in information, advice and guidance
- Information, advice or guidance - context
- Managing information

## **How will I be taught and assessed?**

You will be provided with online learning materials which covers all aspects of your course. You will be required to complete assessments for each of the units within the course and submit these by the deadline dates provided at induction. You will be allocated an assessor at the start of your course and they will support you to ensure you have a successful outcome. IT skills will be developed throughout your course and basic English skills will be assessed and discussed on an ongoing basis.

## **Are there any other costs or equipment I need to get?**

The course is free if you meet the eligibility criteria. You must be a UK resident or have lived in the UK for 3 years or more and be aged 19 or older on 31 August 2024. You will need internet access so that you can respond to email and a digital device that will enable you to type your answers into a web-based platform.

## **By the end of the course what should I be able to do?**

On successful completion of this course, you will have developed your knowledge and understanding of the key principles of information, advice or guidance and have applied these within your own context.

## **What are the progression opportunities following this course?**

If you are interested in progressing to further study at the next level of vocational learning, the following qualifications are available:

Level 2 Certificate in Counselling Skills

Level 3 Award in Counselling Skills and Theory