

NCFE CACHE Level 2 Certificate in Information, Advice or Guidance (QRN: 601/4321/6) Frequently Asked Questions (FAQ)

1. Who is the qualification suitable for?

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

- Careers and Employment Advisor
- Counsellor
- Customer Service Advisor
- Debt Advisor
- Help-desk and Housing Advisor
- Learning Support Worker
- Youth and Peer Mentor

with a range of employers such as:

- Local authorities
- Careers and employment guidance services
- Voluntary and community sector organisations
- Student and young people's 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.

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

2. Is this course free?

This qualification is funded by the Education and Skills Funding Agency (ESFA) and free to people who are working and earning up to the London Living Wage threshold of £20,572 gross per annum or £10.55 per hour. If you are earning more than this, the qualification is part-funded, meaning you or your employer will need to fund the balance of the course fees.

We also have some flexibility to support a small number of unemployed individuals, who meet the eligibility criteria.

3. What are the eligibility criteria to enrol on the course?

You must be a British Citizen or Citizen of the European Economic Area (EEA) and have resided in the EEA for at least 3 years or have nationality/immigration status that meets the ESFA Funding Rules to entitle to you this programme of learning. Our team can confirm this when you make an enquiry.

4. What is the minimum age I must be to enrol?

You must be at least 19 years of age upon commencement of the course.

5. Should I have any qualifications beforehand?

There are no specific recommended prior learning requirements for this qualification. However, as this is a Level 2 qualification, your reading and writing skills need to be at Level 2. You will also need to be able to word process and email your work to your Tutor.

6. Where will my learning take place?

Courses will be run at different training centres across London. Depending on where you live or work, we will recommend the best option for you. We are also able to run courses in your workplace, to suit your and your employer's needs. Courses are usually a blend of both workshops and online learning. We find that our participants enjoy a group setting and get a lot out of the course in terms of networking and learning from other participants. However, the course is flexible and it is possible to do the course solely remotely. We will always support you online and over the phone (for all course options: blended classroom or remote study). You will, as with all courses, be expected to submit your course work on a regular and timely basis, as agreed with your Tutor.

7. How is the course delivered?

The course is usually delivered as an example over a series of at 5 one-day workshops. In each of the workshops your Tutor will teach you one or more modules and you will be completing your workbooks as you go along. You will also get the opportunity to share knowledge, good practice and network with participants working for other organisations

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

A total of 6 credits from the two mandatory units:

- Unit 1: Information, advice or guidance in practice (Credits: 3)
- Unit 2: Developing interaction skills for information, advice or guidance (Credits: 3)

A minimum of 9 credits from the optional units

- Unit 3: Signposting and referral in information, advice or guidance (Credits: 3)
- Unit 4: Information, advice or guidance – context (Credits: 3)
- Unit 7: Managing information (Credits: 3)

We are, however, flexible and able to tailor and adapt the course to suit your workplace needs and there may be cases where you complete your course online with the support of your Tutor.

8. What if for some reason I cannot complete the course in the workshops?

We ask you to please think very carefully whether you can commit to doing the work on our course in the time available. If you know you have a lot of things going on and will not be able to do the work, then it is best to consider doing our course another time.

Please note that there is an **£85 fee** if you do not hand in your assignments and complete the course on the time. This is to cover the cost of your workbooks and registration with the Awarding Body.

The course is manageable if you set aside a little time each week to do it and your Tutor will support you if you are unsure of anything to help you complete the course.

9. How is my work assessed?

You will need answer 47 set questions at Level 2 standard literacy. Your Tutor will be marking your work as you progress through the course. Your work will then be further checked by an Internal and External Assessor.

10. Will I receive a grade once I have finished the course?

You will either be given an Achieved or Not Achieved grade.

11. Will I receive a certificate?

Yes. Upon successful completion of the course, you will be awarded the NCFE CACHE Level 2 Certificate in Information, Advice or Guidance.

12. Progression – what next?

Learners who achieve this qualification could progress to:

Further opportunities to study for Level 3, 4 and 6 courses in Careers Guidance, Counselling, Customer Service and other related courses that will help you to build a career within the Information, Advice and Guidance Sector.

Previous students have even received a promotion after doing the course!

Many organisations are now asking for a minimum of a Level 2 in IAG for their staff and from a company standpoint, this shows a commitment to workforce development and upskilling.

13. I've got other questions not answered here

Great! You can contact us as follows:

Please email your questions to guy@newchallenge.org or IAG@newchallenge.org

Alternatively, please call Guy Guneri 07749 053883 or New Challenge on 020 8795 3999

We will also be running information Open Days where you can ask questions and register for the course. We hope to see you on a course very soon!