Qualification Purpose Statement

Qualification title

NCFE CACHE Level 2 Certificate in Information, Advice or Guidance (601/4321/6)

Overview

This qualification covers:

Mandatory units
- Information, advice or guidance in practice (R/506/6653)
- Developing interaction skills for information, advice or guidance (Y/506/6654)

Optional Units
- Signposting and referral in information, advice or guidance (D/506/6655)
- Information, advice or guidance – context (H/506/6656)
- Skills for advice providers (K/506/6657)
- Benefits advice work – practice (M/506/6658)
- Managing information (T/506/6659)
- Specialist advice work in practice - housing (K/506/6660)
- Specialist advice work in practice – debt (M/506/6661)
- Specialist advice work in practice – employment (T/506/6662)
- Specialist advice work in practice – refugee, immigrant or asylum seeker (A/506/6663)
- Information, advice or guidance in schools and colleges (F/506/6664)
- Information, advice or guidance work with groups (J/506/6665)
- Operating within networks to support information, advice or guidance (L/506/6666)

The qualification has mandatory units and a number of optional units to allow you to follow subject areas to meet your own requirements. This qualification is suitable for you if you are working in a role or progressing to a role where you will give introductory information, advice or guidance to others and have no formal qualifications in this area.

What type of learners take this qualification?

This qualification is suitable for learners aged 16 and above.

There are no specific prior qualifications needed to access this qualification. This qualification is suitable for anyone who wants to gain a more in-depth understanding of the roles of information, advice and guidance workers. It doesn’t confer competence in these roles. It will support progression to further training such as broader competence based or industry specific information, advice or guidance qualifications required to work in the sector.
What could this qualification lead to?

The qualification can support progression to further sector specific training and qualifications for the following types of roles:

- 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

The qualification supports progression to further learning in the following areas:

**Horizontal progression into, for example:**
- Level 2 Certificate in Counselling Skills
- Level 2 Certificate in Customer Service Knowledge
- Level 2 Certificate in Principles of Customer Service
- Level 2 Diploma in Customer Service
- Level 2 Diploma in Money and Debt Advice
- Level 2 Certificate in Supporting Access to Legal Advice
- Level 2 Certificate in Supporting Legal Advice Provision
- Intermediate Level Apprenticeship in Legal Advice

**Vertical progression into, for example:**
- Level 3 Award in Counselling Skills and Theory
- Level 3 Diploma in Counselling Skills
- Level 3 Certificate in Principles of Customer Service
- Level 3 NVQ Certificate in Advice and Guidance
- Level 3 Certificate in Information, Advice or Guidance
- Level 3 Diploma in Money and Debt Advice
- Level 3 Award in Providing Initial Legal Advice
- Level 3 Certificate in Providing Initial Legal Information and Advice
- Advanced Level Apprenticeship in Employment Related Services (England)

Who supports the qualification?

The qualification is supported by providers listed on the Register of Training Organisations and who have current contracts for delivery of provision in the Health, Public Services and Care sector. For further information please contact CACHE on 0345 347 2123 or email us at info@cache.org.uk.