



CITY AND ISLINGTON  
COLLEGE

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Westminster  
Kingsway College

The College of  
Haringey, Enfield  
and North East London



Capital  
City  
College  
Training

# Information, Advice or Guidance - Level 2 Certificate (NCFE)

This qualification aims to develop your knowledge and understanding of the key principles of information, advice or guidance and apply them within their context.

This qualification is suitable for those working or looking to work in a range of roles where the provision of information, advice or guidance is a requirement. Offering clear and accurate information, advice or guidance and knowing what can be shared legally and professionally can greatly improve outcomes for a business. There are some fundamental rules for successful information sharing and ensuring staff are aware of these is key.

You can enrol on our FREE distance learning courses from the comfort of your own home, with all workbooks and assessments available online with the help of your tutor who will be assigned to support you throughout your training. All you'll need is a computer (laptop or PC, Windows, or Mac), tablet and access to the internet.

Awarding body: NCFE/CACHE

Duration of course: 2-3 Months

Guided learning hours: 114

## WHAT WILL I STUDY?

To be awarded the Level 2 Certificate in Information, Advice or Guidance, learners are required to successfully complete 2 mandatory units and 3 optional units:

- Unit 01 – Information, advice and guidance in practice
- Unit 02 – Developing interaction skills for information, advice and guidance
- Unit 03 – Signposting and referral in information, advice and guidance
- Unit 04 – Information, advice and guidance - context
- Unit 05 – Managing information

## WHAT WILL I NEED?

To enrol with us you must live in London or a non-devolved area of England and

**Time:** This is an online course that you can work on at your own pace. You will be allocated a tutor to provide you with online guidance and support.

**Duration:** This course typically takes 2 - 3 months to complete

**Venue:** Online



- Be aged 19 or over
- Be able to provide a British or Irish Passport with three years' residency in the EU/EEA or
- Have a European Union Settlement Scheme residence (EUSS) with three years' residency in the EU/EEA and UK and have lived in the UK prior to 31 December 2020 or
- Have a biometric residence card permitting study in the UK along with having lived in the UK for the at least the last three years and
- Be able to provide current proof of JSA, IS, UC or ESA or proof of salary

Register interest and **BOOK NOW**

- You will be contacted and asked to complete a short English assessment and enrolment, on-line or at the College
- If you have any further questions, or are unsure if you meet any of the eligibility criteria for a free course, please contact the Distance Learning Team: [dl@capitalcct.ac.uk](mailto:dl@capitalcct.ac.uk) - 0207 963 4107

## WHAT WILL IT COST?

FREE – If you meet the eligibility criteria

## WHAT CAN I DO AFTER?

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

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