

**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 those people who have worked in 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 initial information, advice or guidance to others.

**2. How much is the course?**

If you meet the eligibility criteria detailed below, the course is free as it is funded by the Education and Skills Funding Agency (ESFA)

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

- You must be a Citizen of the European Union and have resided in the EU for at least 3 years;
- You must be unemployed at the time of your enrolment and have proof that you in receipt of JSA; ESA; Universal Credit or if you are in receipt of National Insurance Credits only;
- You are working but earning less than £15,736.50 per annum and have proof of this i.e. payslip or contract of employment (dated no more than 3 months old).

**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. The next course will be delivered in in the London Borough of Brent in November 2018.

**7. How is the course delivered?**

The course will be delivered 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.

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 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)

**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 expense of your workbooks and registration with the Awarding Body.

The course is manageable and doable if you set aside 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. Is it OK if I skip the workshops?**

Our course is probably the only one in the country that has classroom learning. All the other courses are done on-line. This makes our course unique. You will be receiving knowledge and advice from your Tutor who has over 18 years' experience in the IAG sector. You will also meet other likeminded individuals and be able to network and learn from each other. This is something you wouldn't be able to do if you want to do this course elsewhere. In addition, the workshops are mandatory. Please think if you can commit to coming to 5 weekly training sessions.

**10. How is my work assessed?**

You will need to provide level 2 or above answers to 47 questions. 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.

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

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

**12. 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.

**13. Progression – what next?**

Learners who achieve this qualification could progress to:

Further opportunities to do Level 3 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

Finding employment within the Information, Advice and Guidance Industry. You will be in a great position to get a job in this sector after the course. Some of our students have gone into work and some even received a promotion after doing the course!

Many organisations are now asking for a minimum of a Level 2

**14. I've got other questions not answered here**

Great! You can contact us as follows:

Please email your questions to [guy@newchallenge.org](mailto:guy@newchallenge.org) or [IAG@newchallenge.org](mailto: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!**