

## Level 2 Certificate in Information, Advice or Guidance

Cheshire West Citizens Advice is working with West Cheshire College to enable volunteers and staff to convert their training and experiences with the Citizens Advice service into a nationally recognised qualification.

The NCFE Level 2 Certificate in Information, Advice or Guidance has been accredited by the qualifications regulators for England, Wales and Northern Ireland and is part of the Qualifications and Credit Framework (QCF).

The qualification is made up of 15 credits. The units covered are:

- Information, advice or guidance in practice
- Developing interaction skills for information, advice or guidance
- Signposting and referral in information, advice or guidance
- Information, advice or guidance – context
- Skills for advice providers

Grades are not awarded for this qualification – learners receive a certificate of completion when they have submitted all the units.

### Aims of the qualification

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 development and to support a role where learners give information, advice or guidance to others.

### Who is this qualification for?

Anyone can undertake this qualification. The qualification is suitable for anyone working in a role where they give information, advice or guidance to others and have no formal qualifications in this area. It is appropriate for staff, volunteers or trainees.

It is a great opportunity to accredit the experiences and skills that our volunteers and staff develop over their time with us. It also fits neatly into our new training provision and allows the workbooks completed in the training to be submitted as additional evidence for the qualification. However, this qualification is also suitable for our longer standing volunteers who have not completed the newly developed training model.

There are no specific prior qualifications needed to access this qualification. It will also support progression to further training such as broader competence based learning or industry specific information, advice or guidance qualifications (see below for more information)

## What could this qualification lead to?

NCFE states that this qualification can support progression to further sector specific training and qualifications for the following types of roles:

Careers Adviser	Counsellor
Customer Service Adviser	Debt Adviser
Employment Adviser	Help-desk Adviser
Housing Support Worker	Learning Support Worker
Legal Services Support Worker	Peer Mentor

## What do I do if I am interested?

If a volunteer or staff member, is interested in completing the qualification they will be required to complete an Enrolment Form. This ensures that the learner is recorded with Cheshire West College and that all work submitted can be assessed by NCFE.

Once enrolled, the learner will be issued with two workbooks, Part A and Part B. These workbooks contain a series of questions that are related to experiences within Citizens Advice, experiences in life and training received over the course of being with the organisation. There are guidance booklets that can be issued if anyone needs support answering some of the questions and support from the Training & Recruitment Manager will be offered via one-to-one and drop in sessions. Learners will have 12 weeks to complete both workbooks. Deadlines are likely to be set prior to the 12 week cut-off to allow for work to be marked and changes to be made, if needed, by the learner based on the feedback they receive. All workbooks are marked by the Training and Recruitment Manager before they are second marked by Anita Egan from West Cheshire College for final approval.

We are currently able to offer this qualification free of charge to all volunteers and staff until August 2017 (with views to continue dependent on funding).

If you would like to enrol on the qualification please contact Hailey Wood – [hailey.wood@cwcab.org.uk](mailto:hailey.wood@cwcab.org.uk) or 07540 105 229 or internal extension 1008

