



Excelon  
Learning

Qualification

# Level 2 Certificate in Counselling Skills

(600/0728/X)

**NCFE**





## Course Description

The **Level 2 Certificate in Counselling Skills** is designed to introduce learners to the fundamental knowledge and understanding of counselling skills and how they can be used in everyday life and work settings. The qualification explores basic counselling theories, communication techniques, and the principles that support effective helping relationships.

This qualification is ideal for learners who wish to develop practical listening and communication skills to support others in roles such as health and social care, education, voluntary work, or community services. It also supports progression to higher-level counselling qualifications and helps learners understand the importance of personal development, ethics, and diversity when using counselling skills.

## Course Structure

The **Level 2 Certificate in Counselling Skills** consists of **four mandatory units**:

**UNIT 01**  
Using  
Counselling  
Skills

**UNIT 02**  
Introduction to  
Counselling Skills  
Theories

**UNIT 03**  
Diversity and  
Ethics in the  
Use of Counselling  
Skills

**UNIT 04**  
Counselling Skills  
and Personal  
Development



## How We Support You – Our Support and Delivery Model

Our courses are designed to be accessible, supportive, and suitable for learners at all levels. All learning materials are written in clear, straightforward language to help learners build understanding and confidence.

Courses are delivered entirely through **self-paced distance learning** via our online platform, enabling learners to study flexibly alongside work, education, or personal commitments.

Learners have continuous access to tutor support throughout their course. Tutors can be contacted via the VLE or email, with responses typically provided within 24 to 48 hours.

Additional **on-demand support sessions** may be arranged where required. Regular **live webinars** are also offered, subject to tutor availability, providing opportunities for engagement, questions, and reinforcement of learning.

### Assessment Process

Assessment is completed through:

**Written assignments**

**Practical demonstration with observation form**

There are **no formal examinations**. Assessment focuses on demonstrating understanding, awareness, and the ability to apply knowledge appropriately.

### Course Duration

The course offers **120 Guided Learning Hours (GLH)** and is delivered through flexible, self-paced learning. It can typically be completed within approximately **16 weeks**, depending on the learner's own pace. Course access expires after one year, and a re-enrolment charge is applicable.



## Our Process

**01.**

### Choose & Pay for Your Course Online

Select your desired course and payment method online. Opt for either full payment or convenient monthly instalments where available. Complete your payment after filling out the application form.

**02.**

### Fill Out the Enrolment Form

After payment, you will be prompted to complete the enrolment form. This form gathers all necessary details required for your registration with the awarding organisation.

**03.**

### Access the VLE – Moodle

Start your course on our user-friendly Virtual Learning Environment (VLE). Here, you will find all learning materials, resources, and guidance required to support your studies. Your dedicated tutor will guide you through the process and provide feedback throughout your learning journey.

**04.**

### Submit Assignments & Receive Feedback

Engage in the learning process by submitting assignments through the VLE. Your assigned tutor will provide constructive feedback to help you refine your work and make progress in your studies.

**05.**

### Successfully Complete Assignments

Work diligently to complete all required course components and assessment tasks. Your commitment and effort will contribute to successful course completion.

**06.**

### Obtain Your Accredited Certificate

Upon successfully completing the course, your work will undergo internal quality assurance and external verification. Once approved, you will receive an Ofqual-regulated accredited certificate recognising your achievement.



## Course Brochure Takeaways

A nationally  
recognised  
Level 2  
qualification

Develops basic  
counselling and  
communication  
skills

Flexible online,  
self-paced  
study

No placement  
required for this  
qualification

Supports  
progression to  
Level 3  
counselling  
qualifications

## Level 2 Certificate in Counselling Skills

Apply Now