



Excelon
Learning

Qualification

Level 2 Certificate in Counselling Skills

(600/0728/X)

NCFE

FOCUS AWARDS 





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