



Excelon
Learning

Qualification

Level 2 Certificate in Information, Advice or Guidance (601/4321/6)

NCFE





Course Description

The **Level 2 Certificate in Information, Advice or Guidance** is designed for individuals who work in, or are looking to work in, an information, advice or guidance role. It focuses on developing knowledge and practical understanding required to provide effective support to clients across a range of settings.

This qualification explores the distinctions between information, advice and guidance, effective interaction skills, referral and signposting procedures, contextual factors affecting client groups, and the key skills required for advice provision. It prepares learners for roles such as careers advisor, housing support worker, customer service advisor, peer mentor or support worker within local authorities, voluntary organisations, advice services, and educational settings.

Course Structure

The **Level 2 Certificate in Information, Advice or Guidance** consists of the following **5 units**:

UNIT 01 Information, advice or guidance in practice

UNIT 02 Developing interaction skills for information, advice or guidance

UNIT 03 Signposting and referral in information, advice or guidance

UNIT 04 Information, advice or guidance – context

UNIT 05 Skills for advice providers



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

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

Course Duration

The course offers **114 Guided Learning Hours (GLH)** and is delivered through flexible, self-paced learning. It can typically be completed within approximately **3 months**, 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

Suitable for
learners aged
16+

No exams and
no mandatory
placement
required

Flexible online,
self-paced
study

Progression
into employment
or further
qualifications in
advice, guidance,
counselling
or support
services

Level 2 Certificate in Information, Advice or Guidance

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