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2026-2027

Specification

Level 2 Award in Effective Listening Skills (ELSK-L2)

This RQF qualification is regulated by Ofqual in England, Qualifications Wales in Wales and CCEA in Northern Ireland.

Qualification/learning aim number: 500/7794/6

Sector subject area: 1.3 Health and Social Care

Counselling & Psychotherapy Central Awarding Body (CPCAB)

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Please note:

This document, along with candidate support materials, can be downloaded from the CPCAB website. If you need help with the accessibility of this document, please email contact@cpcab.co.uk with your request.

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1. Qualification Information

Purpose Statement

This qualification is designed for candidates who wish to develop their listening skills for use in a variety of personal and professional contexts to:

- Improve communication.
- Improve work relationships.
- Enhance personal relationships.
- Promote better community relations.

This qualification can enhance an existing voluntary or paid role or increase the general employability of those seeking to enter the job market, and can be beneficial for those working in occupational areas such as:

- Advocacy
- Befriender role
- Childline administrator
- Contact centre advisor
- Customer facing role
- Customer relations advisor
- Customer service representative/ advisor/ officer
- Family support worker
- Helpline operator
- Home care assistant
- Housing officer
- Public services
- Roles in health and social care such as a support worker
- Welfare and advice worker
- Youth worker

Please see below for progression opportunities.

Funding

This qualification is eligible for funding for 14-16 year olds.

The link to the government website which provides details of funding for this qualification can be found here: [DfE:14-16 Funding Guidance](#)

Level

2¹

Guided Learning Hours (GLH)

15 (minimum)

¹ Equivalent to level 3 on the European Qualification Framework (EQF).

Total Qualification Time (TQT)	30
Credit value	3
Minimum Age	14 years ² .
Entry Requirements	No previous training or experience required See CPCAB Candidate Entry Requirements for criteria considered important in selecting applicants for a programme leading to ELSK-L2. CPCAB's Entry Requirements and Recognition of Prior Learning (RPL) Policy.
Assessment	Proficient (Pass)/Not Proficient (Fail) Trainer assessment of candidate portfolio evidencing minimum assessment requirements. Independent verification by CPCAB. See CPCAB's Minimum Assessment Requirements
Additional Qualification Requirements	None required.
Staffing and Resources	Only one tutor-assessor is needed in all aspects of internal candidate assessment. See Tutor-Assessor Qualifications and Experience for further details of CPCAB requirements.
Internal Quality Assurance (IQA)	Centres are required to have robust IQA (internal moderation and verification) processes that are verified by CPCAB. See CPCAB IQA Policy.
Progression	Candidates aged 18+ can progress to CPCAB Level 2 Certificate in Counselling Skills (CSK-L2) or aged 19+ to CPCAB Level 3 Certificate in Life Coaching Skills. See CPCAB's Progression Route for details.
Candidate Registration Fee	£62
Centre Application for CPCAB Approval to Offer the Qualification	Centre application fee: £145 (one-off fee).³ Centres are expected to design their own training programmes.⁴ Sample schemes of work are available from CPCAB on request.
Online Delivery Options	This qualification is eligible for fully in-person, blended or online delivery. Please see how to run CPCAB's qualifications online for more information.

² This age requirement is linked to Ofqual's system for categorising qualifications.

³ In order for your application to be processed the application fee will need to accompany your application. This is non-refundable. Payment can be made by cheque payable to CPCAB or via Bacs payment. Please contact finance@cpcab.co.uk for more information.

⁴ All centre-designed courses must be approved by CPCAB before candidates can be registered. Although the delivery of courses may differ from centre to centre, all delivery must enable the candidates to achieve the learning outcomes of the qualification.

2. Qualification Summary

Learning Outcomes and Assessment Criteria (ELSK-L2)

Learning outcomes (<i>skills, knowledge, understanding</i>)	Assessment criteria (<i>to assess learning outcome</i>)
The learner will/will be able to:	The learner can:
1. Create a safe space for an individual to talk	1.1 Find a safe place and explain any limits to the listening activity.
2. Help an individual to talk about their concerns	2.1 Help the individual feel welcomed and able to talk. 2.2 Reply to what the individual is saying, showing an understanding of their worries and feelings.
3. Understand the importance of being non-judgemental	3.1 Demonstrate a non-judgemental approach.
4. Listen attentively	4.1 Use attending skills to let the individual know they have been heard.
5. Understand the importance of self-awareness	5.1 Write about how the listening activity affected them. 5.2 Describe why they might need support after listening to someone.
6. Manage the listening activity sensitively	6.1 Use listening and responding skills to manage the listening activity. 6.2 List other sources of support an individual might find helpful.
7. Use reflection to develop effective listening skills	7.1 Write reflectively about their use of listening skills in order to develop these skills.

See the [ELSK-L2 Trainer Guide](#) for candidate guidance to criteria and notes for trainers.

3. Minimum Assessment Requirements

Candidates must be assessed as **Proficient** in all 7 learning outcomes and all sections of the candidate portfolio⁵ must be completed to achieve the qualification.

INTERNAL ASSESSMENT – must include all three methods of assessment		
Course activities	Assessment method	Types of evidence
❖ Seminars and workshops ❖ Review of skills work ❖ Review of learning	Documents	❖ Candidate portfolio
❖ Trainer-assessed skills practice	Trainer observation	❖ Candidate portfolio
❖ Skills practice ❖ Seminars and workshops	Testimony	❖ Candidate portfolio
MARKING SCHEME		
Internal assessment:	Candidates must complete all sections of the candidate portfolio and achieve 4 out of 7 marks for the Self Review. Candidate portfolio is independently verified by CPCAB.	

⁵ A proforma for the candidate portfolio can be found in both the Trainer Guide and the Candidate Guide. The form can be downloaded from the [CPCAB website](#).

4. Tutor-Assessor Qualifications and Experience

Level 2 Award in Effective Listening Skills (ELSK-L2)		
	Minimum qualification	Minimum experience as a trainer
Trainer	Level 2 in counselling skills. e.g. ICSK-L2 or CSK-L2 or equivalent	6 months experience of delivering training, group facilitation or tutoring in counselling skills or equivalent (Equivalent will need to be specified on the trainer CV)

5. Candidate Entry Requirements

This qualification is not suitable for those who are currently in a state of severe emotional difficulty and/or severe psychological distress. Centres need to ensure that all potential candidates are made aware of the nature of the course, and in particular that the course involves experiential elements which will involve some personal disclosure and associated personal developmental activities.

6. Fit for Purpose

This qualification has been designed to take account of the [latest research findings](#) on what makes counselling effective and is underpinned by the [CPCAB model](#) of practitioner development.

Occupational Mapping

This qualification is mapped to a range of the competencies within the following suites of National Occupational Standards (NOS), developed and maintained by the Sector Skills Council – Skills for Health:

- ✓ General Health Care
- ✓ Customer Service
- ✓ Health and Social Care

The assessment strategy maintains a focus on practical skills and qualities as well as on written evidence. The trainer assessment is independently verified by CPCAB. The qualification is reviewed annually to ensure it remains fit-for-purpose.

Centres have to meet robust centre approval requirements before they can deliver this qualification. All trainers are approved by CPCAB.

7. Progression Routes

The ELSK-L2 qualification is part of a suite of CPCAB qualifications. Once the candidate has completed this qualification, they may wish to progress (if aged 18+) to CPCAB Level 2 Certificate in Counselling Skills (CSK-L2) or (if aged 19+) move into the area of life coaching by doing the Level 3 Certificate in Life Coaching Studies (LCS-L3).

For details of all CPCAB qualifications please see below or click here: [Qualifications - CPCAB](#) for further information.

