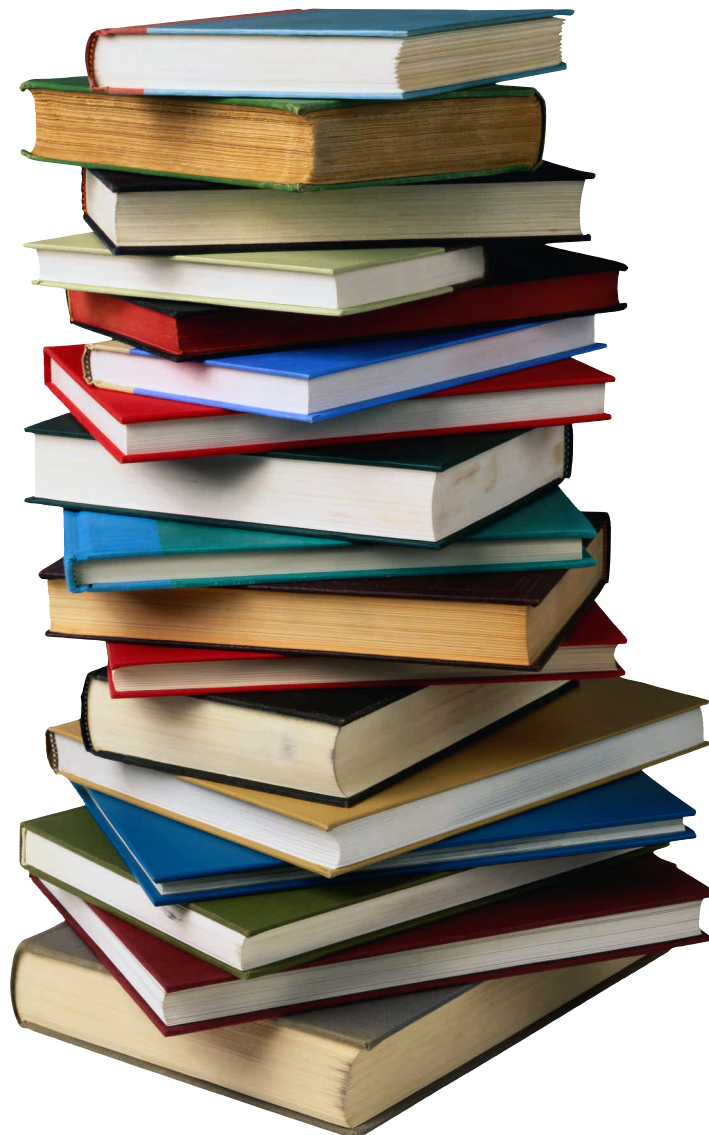


A centre's guide to NVQs in Information and Library Services (7372)

City & 
Guilds

www.city-and-guilds.co.uk

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We are now at the point where it can be said that information characterises the world in which we live. Without skilled professionals to store and catalogue the vast amount of information which circulates in today's world, many people would lose an opportunity to learn and benefit from the knowledge that information can bring.

Which qualifications are available in this area?

Level 2 NVQ in Information and Library Services

Candidates must take three mandatory units:

- Maintain the arrangement of material to facilitate retrieval
- Identify and provide information and material required by users
- Solve problems for customers

They must then choose one unit from the User Services option group:

- Direct users,
- Issue and recover loan material,
- Enable the use of Information Technology,
- Provide and maintain information for clients,
- Process payments for purchases,

and then one unit from the Activities option group:

- Process and secure information and material
- Contribute to the maintenance of a supportive environment for users
- Display stock to specification to attract customer interest and promote sales
- Produce documents using word processing software

Level 3 NVQ in Information and Library Services

Candidates must take four mandatory units:

- Provide information and material to users
- Identify information and material required by user and its availability
- Solve problems on behalf of customers
- Manage yourself

They must then take one of the following:

- Organise information and material
- Index information
- Create new material to preserve information
- Design and produce spreadsheets
- Control and use of electronic communication

Plus one of the following

- Provide displays
- Maintain a supportive environment for users
- Evaluate and monitor the receipt of payments from customers for the purchase of goods and services
- Provide induction and orientation activities for users

- Collect and process information for use with clients
- Enable clients to access and use information
- Store and display information and material
- Provide customers with Information Technology support

Plus one of the following

- Support the efficient use of resources
- Maintain activities to meet requirements
- Create effective working relationships

Do the qualifications form part of a recognised framework?

The awards are accredited by the Qualifications and Curriculum Authority at levels 2 and 3 and are therefore eligible for funding.

Are there any other qualifications that may be of interest?

Level 3 Progression Award in Library and Information Services

What's the next step?

If you are an existing approved centre, you will need to complete a scheme approval form (SAP). If you are not an approved centre and would like to become one, please contact your nearest City & Guilds office who will guide you through the approval process.

How can I find out more?

You can find out more by contacting your nearest City & Guilds office. Log on to our website to find the location of your nearest one, or contact our Customer Relations team at:

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Key points

- Available at two levels
- Eligible for funding
- Offered by the UK's leading provider of vocational qualifications