

Information and Library Services NVQ Level 2

Description	The level 2 NVQ in Information and Library Services is suitable for those working in library and cataloguing facilities.
Qualification overview	The NVQ is a skills benchmark. Achieving level 2 is an assurance that the candidate's skills are up-to-date and at the necessary level. The qualification covers areas such as customer service, enabling the use of information technology and identifying and providing information.
Timescale	3 to 18 months, dependant on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Maintain the arrangement of material to facilitate retrieval• Identify and provide information and material required by users• Solve problems for customers <p>Optional units from the User Services group</p> <ul style="list-style-type: none">• Direct users,• Issue and recover loan material• Enable the use of Information Technology• Provide and maintain information for clients• Process payments for purchases <p>Optional units from the Activities group</p> <ul style="list-style-type: none">• 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
Awarding body	The awarding body for this qualification is
Assessment	The candidate is required to complete all core units, one optional unit from the user services group and one optional unit from the activities group. Candidates will be assessed at their work setting using observation and supporting evidence.
Cost	£ per candidate. Excluding VAT and management fees.
Contact us	For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215. 181-187 Queen's Crescent, London NW5 4DS www.mapalim.com

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