

Information and Library Services NVQ Level 3

Description	The level 3 NVQ in Information and Library Services is a qualification for those who work in a library or cataloguing setting, but who may also be in a team management or supervisory role.
Qualification overview	The qualification covers topics such as problem solving, indexing information and information technology support. The candidate will also develop self-management skills as well as their team management abilities.
Timescale	3 to 9 months, dependant on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Provide information and material to users• Identify information and material required by users and its availability• Solve problems on behalf of customers• Manage yourself <p>Optional units group A</p> <ul style="list-style-type: none">• Organise information and material• Index information• Create new material to preserve information• Design and produce spreadsheets• Control and use electronic communication <p>Optional units group B</p> <ul style="list-style-type: none">• 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 <p>Optional units group C</p> <ul style="list-style-type: none">• Support the efficient use of resources• Maintain activities to meet requirements• Create effective working relationships
Awarding body	The awarding body for this qualification is
Assessment	The candidate is required to complete all core units and one optional unit from groups A, B and C. Candidates will be assessed at their work setting using observation and supporting evidence.
Cost	£ per candidate. Excluding VAT and management fees.

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