Guide   B

Recognition Exemplar
using Modules in the
Diploma of Library and Information Studies

Introduction to Guide A and Guide B

Appendices A and B contain the Recognition Examplars which have been developed as part of this project to assist both the assessor and the learner interpret the *Library Industry Competency Standards* consistently and fairly.

These Guides are not intended to take the role of full evidence guides which are now required as part of the development of competency standards. Such guides include :

(i) contexts for assessment (eg what types of environment or types of equipment are required to establish competency)

(ii) critical aspects of a unit and its relationship to other units (eg units needing to be assessed together); and

(iii) the required evidence of competency (eg particular aspects of the knowledge or skill and their application for which evidence is required to establish competency; this could also be used to indicate the extent of sampling of evidence which could be undertaken).

These guides will therefore be replaced by the full evidence guides when they are developed as part of a total assessment package for the industry.

Guide A is the Recognition Evidence Guide using the Library Industry Competency Standards. It includes:

- the brief title of each competency unit, its number and ASF level;
- the key elements of each unit;
- indications of suitable training strategies : on-the-job / off-the-job, or a combination of both;
- suggestions for the types of evidence that could be used by an applicant to demonstrate competence;
- the associated modules from the Certificate III in Library and Information Studies or the Diploma of Library and Information Studies; and
- suggestions in relation to the knowledge, skills and attributes that should be considered in assessing competence.

Guide B is the Recognition Evidence Guide using Modules within the Diploma of Library and Information Studies, and includes:

- the title of each module within the Certificate III and Diploma, its national module code, course, and learning outcomes;
- suggestions for the types of evidence that could be used to demonstrate competence;
- the associated competencies from the *Library Industry Competency Standards;*
- suggestions in relation to the knowledge, skills and attributes that could be considered in assessing competence.

Persons seeking Recognition should apply against individual competencies; (in this case use Guide A); however, in some cases (eg where a person has completed a qualification) it may be more useful to consider recognition against the individual modules from the Certificate III or Diploma programs (in this case use Guide B).

Module Name: *THE INFORMATION INDUSTRY*

Module Code: LIS001
Type: CERTIFICATE

Learning Outcome 1 Characterise the information industry
Learning Outcome 2 Examine the range of clients of the information industry and their service expectations
Learning Outcome 3 Compare the services and facilities offered by libraries and other information agencies

Relevant competencies
Competency Number: 1   ASF Level: 2

Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library
Key Element 2 Provide information about services and facilities
Key Element 3 Deal with clients' comments, suggestions and complaints
On-the-job √ Combination √

Competency Number: 4   ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with database
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Evidence of working with different client groups to provide information in line with library's mission statement and goals

Applicant should be able to demonstrate

Knowledge
- different types of agencies in the industry
- roles and functions of each type of agency
- mission, aims and objectives of each agency type
- services and facilities provided by each agency type
- networking structures and arrangements
- clientele and their needs and expectations
- professional/industry associations, unions

Skills
- communicating with a wide range of people (clients and staff)
- assisting clients with basic library services and facilities
- assessing client needs at a basic level
- monitoring client satisfaction
- referring clients to agencies able to assist them with a specific need for information working in a service environment

Other Attributes
- respect for others
- responsive

This module, in conjunction with the two other information modules (LIS002 Information Literacy, and LIS003 Information as a Product) provides the knowledge component which underpins work in any information agency or library. It addresses parts of Units 1 and 4 specifically, but also relates to Units 9 and 10.

Module Name: *INFORMATION LITERACY*

Module Code: LIS002
Type: Certificate

Learning Outcome 1 Analyse their own information needs
Learning Outcome 2 Locate information using standard procedures
Learning Outcome 3 Use information effectively and efficiently
Learning Outcome 4 Use appropriate strategies for presenting information

Relevant competencies
Competency Number: 4   ASF Level: 2

Competencies Description: Assist in making information accessible for clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Competency Number: 9 ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Example of satisfying own information needs effectively using library resources eg in locating, assembling and presenting information, and in identifying the strategy used
- Descriptions of techniques used to locate information in libraries
- Example of bibliography or listing of resources compiled by applicant

Applicant should be able to demonstrate

Knowledge
- strategies for analysing standard information needs
- standard bibliographic tools (catalogues, bibliographies, indexes)
- standard use of ready reference tools (dictionaries, encyclopedias, directories)
- procedures for selecting, evaluating, presenting information

Skills
- analysing own information needs
- locating information to suit those needs
- using information efficiently and effectively
- presenting information

Other Attributes
- working independently
- attention to detail
- commitment to accuracy
- time awareness

This module, in conjunction with the two other information modules (LIS001 The Information Industry, and LIS003 Information as a Product) provides the knowledge component which underpins work in any information agency or library. This module addresses parts of Units 4 and 9 specifically, but also relates to Unit 1.

Module Name: *INFORMATION AS A PRODUCT*

Module Code: LIS003
Type: CERTIFICATE

Learning Outcome 1 Characterise the nature and uses of information
Learning Outcome 2 Compare information packages and their characteristics
Learning Outcome 3 Select and use the standard, technical and bibliographical elements in describing information packages
Learning Outcome 4 Discuss legal, ethical and procedural issues in the use of information

Relevant competencies
Competency Number: 1 ASF Level: 2

Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library
Key Element 2 Provide information about services and facilities
Key Element 3 Deal with clients' comments, suggestions and complaints
On-the-job √ Combination √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from the workplace of matching information in different formats with client's information needs

Applicant should be able to demonstrate

Knowledge

- nature and value of information
- types and formats of information
- information users and their needs
- legal and ethical issues
- legislation relevant to working in an information agency
- packaging of information (eg value-added information)
- structure of a bibliographic record

Skills

- identifying the characteristics and uses of information formats
- using information packages efficiently
- matching information packages to client needs
- using technical and bibliographical elements
- articulating ethical issues
- implementing legislation under direction

Attributes

- attention to detail
- accuracy
- social issues related to information use, eg access and equity

This module, in conjunction with the two other information modules (LIS001 The Information Industry, and LIS002 Information Literacy) provides the knowledge component which underpins work in any information agency or library. This module addresses parts of Unit 1 specifically, but also underpins Units 9 and 10.

Module Name: *COLLECTION MAINTENANCE*

Module Code: LIS004
Type: CERTIFICATE

Learning Outcome 1 Identify housing and storage facilities suitable for a range of library materials
Learning Outcome 2 Identify preventive measures that can be taken to avoid damage to library materials
Learning Outcome 3 Assess damaged materials for repair and undertake actions in accordance with given instructions
Learning Outcome 4 Perform in-house repairs to library materials in accordance with given instructions
Learning Outcome 5 Prepare and process a range of library materials for addition to the library collection
Learning Outcome 6 Shelve library materials
Learning Outcome 7 Perform a routine stock take on a library collection

Relevant competencies
Competency Number: 5 ASF Level: 2

Competencies Description: Process and prepare information for access

Key Element 1 Prepare newly required material
Key Element 2 Undertake basic processing of information
Key Element 3 Repair material
Off-the-job √ **On-the-job** √

Competency Number: 6 ASF Level: 2

Competencies Description: Assist with the maintenance of a service area

Key Element 1 Maintain an attractive and pleasant environment for clients
Key Element 2 Arrange material to the classification used by library
Key Element 3 Contribute to the maintenance of equipment
Key Element 4 Maintain materials and supplies for equipment
Key Element 5 Assist with the maintenance of security and behaviour requirements
On-the-job √ **Off-the-job** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Descriptions of shelving/reshelving/relocation work, stocktakes, assessment of damaged items
- Samples of repair work, or work undertaken to lengthen the life of library materials

Applicant should be able to demonstrate

Knowledge
- housing and storage facilities for library materials
- types and causes of deterioration of library materials
- in-house repairs
- preparation of materials for commercial repair
- processing techniques
- shelving procedures and classification systems
- stocktaking policies and procedures

Skills
- book covering and repair techniques
- assessing the extent of damage to library materials and recommending suitable procedures to supervisor
- processing materials for addition to collection
- sorting and shelving materials
- undertaking a stocktake

Attributes
- attention to detail
- working in a team
- numeracy skills
- dexterity

This module specifically addresses Unit 5 and contributes to aspects of Unit 6.

Module Name: *LENDING SERVICES 1*

Module Code: LIS005
Type: CERTIFICATE

Learning Outcome 1 Explain the principles and procedures in operating circulation systems
Learning Outcome 2 Undertake lending activities
Learning Outcome 3 Maintain the operation of a closed reserve collection
Learning Outcome 4 Undertake interlibrary loans (outgoing) activities
Learning Outcome 5 Maintain financial records relating to lending processes
Learning Outcome 6 Operate a serials circulation system

Relevant competencies

Competency Number: 2   ASF Level: 2

Competencies Description: Assist with circulation services

Key Element 1 Provide information to clients in relation to circulation/lending
Key Element 2 Process library loan transactions
Key Element 3 Implement security procedures
Key Element 4 Process financial transactions
Off-the-job √ On-the-job √

Competency Number: 10   ASF Level: 3

Competencies Description: Respond to requests from other information providers for materials

Key Element 1 Determine details of required information and delivery
Key Element 2 Locate and retrieve information
Key Element 3 Provide information
Key Element 4 Undertake financial and other administrative procedures
Off-the-job √ On-the-job √ Combination √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Descriptions of circulation activities (including serials work, maintaining a closed reserve collection, undertaking financial transactions)
- Documentation of any of the above (eg a statistical report on loans compiled by the applicant)

Applicant should be able to demonstrate

Knowledge

- principles of circulation systems
- circulation policies
- loans desk work
- reserve collection
- interlibrary loans to outside libraries
- financial transactions
- serial circulation systems (manual and automated)
- security systems for library circulation

Skills

- processing loan transactions
- operating a closed reserve collection
- operating a serials circulation system
- locating items for interlibrary loan and despatching them
- photocopying items for despatch
- handling financial transactions
- maintaining statistical records

Attributes

- working in a team
- attention to detail
- working in a service environment
- accountability

This module addresses Unit 2 and Unit 10 specifically.

Module Name: *BIBLIOGRAPHIC CONTROL*

Module Code: LIS006
Type: CERTIFICATE

Learning Outcome 1 Use the components of a standard bibliographic description to retrieve bibliographic data
Learning Outcome 2 Explain the purpose of bibliographic control
Learning Outcome 3 Use the accepted bibliographic and communication standards to locate, retrieve and transfer bibliographic records
Learning Outcome 4 Use authority data to facilitate bibliographic searching

Relevant competencies
Competency Number: 14   ASF Level: 3

Competencies Description: Accession and process information

Key Element 1 Accession material
Key Element 2 Contribute to information processing
Off-the-job √ **On-the-job** √

Competency Number: 13 ASF Level: 3

Competencies Description: Contribute to the acquisition of information

Key Element 1 Determine details of information required and suppliers
Key Element 2 Order material
On-the-job √ **Off-the-job** √

Competency Number: 10 ASF Level: 3

Competencies Description: Respond to requests from other information providers for materials

Key Element 1 Determine details of required information and delivery
Key Element 2 Locate and retrieve information
Key Element 3 Provide information
Key Element 4 Undertake financial and other administrative procedures
On-the-job √ **Off-the-job** √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of bibliographic verification undertaken
- Description of uploading/downloading activities using national/international databases
- Copies of any records which support searching and retrieval activities undertaken by the applicant

Applicant should be able to demonstrate

Knowledge
- ISBD formats
- MARC formats
- access points
- searching strategies
- filing orders for bibliographic records
- uploading/downloading records
- authority records and data

Skills
- identifying bibliographic details for retrieval purposes
- locating records or information in records
- uploading/downloading records
- filing records
- using authority data effectively
- data base searching

Attributes
- attention to detail
- accuracy
- time awareness
- quality outcomes

This module addresses the bibliographical knowledge and skills underpinning Units 13, 14 and 10.

Module Name: *MATERIALS RECEIPT*

Module Code: LIS007
Type: CERTIFICATE

Learning Outcome 1 Receive newly purchased items in accordance with given instructions
Learning Outcome 2 Record receipt of materials in accordance with given instructions
Learning Outcome 3 Identify and handle receipt problems in accordance with given instructions

Relevant competencies
Competency Number: 14 ASF Level: 3
Competencies Description: Access and process information

Key Element 1 Accession material
Key Element 2 Contribute to information processing
On-the-job √ **Off-the-job** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Documentation and samples from workplace demonstrating skills in handling newly acquired materials and receipt problems

Applicant should be able to demonstrate:

Knowledge
- bibliographic and supplier databases
- policies and procedures related to receipt of materials
- acquisition processes
- components of a bibliographic record
- techniques for handling receipt problems

Skills
- checking newly received materials
- locating order records
- checking invoice details
- processing invoices
- handling receipt problems
- using manual and automated ordering systems

Attributes
- attention to detail
- problem solving

This module addresses Unit 14

Module Name: *LIBRARY ORDERING PROCEDURES*

Module Code: LIS008
Type: CERTIFICATE

Learning Outcome 1 Explain the role of the acquisition process
Learning Outcome 2 Order materials for a library collection, following established procedures
Learning Outcome 3 Manage all records relating to the ordering process, following established procedures

Relevant competencies
Competency Number: 13 ASF Level: 3

Competencies Description: Contribute to the acquisition of information

Key Element 1 Determine details of information required and suppliers
Key Element 2 Order material
On-the-job √ **Off-the-job** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Documentation and samples from workplace demonstrating techniques used for ordering materials (this could be from such environment as, eg
    Goods and services department—Retail outlet
    Hospital/medical practice ordering and receiving medical supplies
    Bookshop
    Factory
    Garden centre)

Applicant should be able to demonstrate

Knowledge
- policies and procedures for the ordering of materials
- bibliographic tools, trade catalogues etc.
- components of a bibliographic record
- acquisition process
- types of orders
- sources of supply

Skills
- bibliographic searching and verification
- searching trade catalogues
- preparing and despatching orders
- maintaining order records and statistics
- processing invoices
- monitoring progress of orders
- initiating claims/cancellations

Attributes
- attention to detail
- prioritising own work
- problem solving
- meeting deadlines
- accuracy

This module addresses Unit 13.

Module Name: *LIBRARY PROMOTION AND DISPLAY 1*

Module Code: LIS009
Type: CERTIFICATE

Learning Outcome 1 Outline the role of promotion and publicity in a library and information environment
Learning Outcome 2 Create library display and promotion material using appropriate techniques and equipment
Learning Outcome 3 Amend maintain and update displays and signage, using established guidelines and criteria

Relevant competencies
Competency Number: 3 ASF Level: 2

Competencies Description: Assist with programs, activities and promotion

Key Element 1 Set up and maintain displays
Key Element 2 Assist with the preparation of information and materials for promotion
Key Element 3 Assist with programs and activities for clients.
On-the-job √ Combination √

Competency Number: 6 ASF Level: 2

Competencies Description: Assist with the maintenance of a service area

Key Element 1 Maintain an attractive and pleasant environment for clients
Key Element 2 Arrange material to the classification used by library
Key Element 3 Contribute to the maintenance of equipment
Key Element 4 Maintain materials and supplies for equipment
Key Element 5 Assist with the maintenance of security and behaviour requirements
On-the-job √ Off-the-job √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Portfolio comprising, eg photographs of displays, promotional materials developed or published by the applicant, flyers/leaflets/booklets
- Other relevant productions, eg newsletters, posters, plans, models, computer produced packages.

Applicant should be able to demonstrate

Knowledge
- role of promotion and publicity in a library or information agency or related area
- design and display principles
- design and production of publicity materials
- occupational health and safety issues

Skills
- planning a cost effective and visually appealing display
- designing and producing display materials
- assembling and updating displays and signage
- applying occupational health and safety regulations

Other Attributes
- selling and promoting the concept of information and libraries
- awareness of potential security issues
- time awareness
- attention to detail

This module addresses Units 3 and 6.

Module Name: *MULTIMEDIA EQUIPMENT AND USAGE*

Module Code: LIS010
Type: CERTIFICATE

Learning Outcome 1 Demonstrate occupational health and safety issues as they apply to the use and maintenance of multimedia and audio-visual equipment

Learning Outcome 2 Set up and operate multimedia and audio-visual equipment safely and efficiently

Learning Outcome 3 Implement programs to monitor equipment use and ensure proper maintenance of equipment.

Learning Outcome 4 Propose the purchase of a new (or replacement) item of multimedia or audio-visual equipment for a selected library or information agency

Relevant competencies

Competency Number: 1   ASF Level: 2

Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library
Key Element 2 Provide information about services and facilities
Key Element 3 Deal with clients' comments, suggestions and complaints
On-the-job √ Combination √

Competency Number: 6   ASF Level: 2

Competencies Description: Assist with the maintenance of a service area

Key Element 1 Maintain an attractive and pleasant environment for clients
Key Element 2 Arrange material to the classification used by library
Key Element 3 Contribute to the maintenance of equipment
Key Element 4 Maintain materials and supplies for equipment
Key Element 5 Assist with the maintenance of security and behaviour requirements
On-the-job √ Off-the-job √

Competency Number: 7   ASF Level: 2

Competencies Description: Assist in the provision of a safe library environment

Key Element 1. Recognise and report unsafe/ unsatisfactory work conditions
Key Element 2 Respond appropriately to incidents concerning staff and clients
Combination √

Competency Number: 9   ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Samples of relevant work (eg guides to using microfiche readers, CD-ROMs and other databases)
- Submission for new and replacement pieces of equipment
- Booking schedule/system devised by applicant

Applicant should be able to demonstrate

Knowledge
- equipment and materials used in libraries and information agencies
- policies and procedures for the implementation of OH&S standards
- maintenance programs
- purchasing proposal

Skills
- identifying and reporting OH&S hazards (and potential hazards)
- using and maintaining equipment
- correcting simple equipment faults
- arranging routine maintenance
- operating a booking system
- writing a justification for purchasing new equipment

Attributes
- work in a group
- attention to detail
- accountability
- respect for others
- problem solving

This module covers aspects of Units 1, 6, 7 and 9.

Module Name: *INTRODUCTION TO INSTRUCTION IN LIBRARY USE*

Module Code: LIS011
Type: CERTIFICATE

Learning Outcome 1 Prepare for instruction, following established guidelines
Learning Outcome 2 Formulate an instruction session for a selected training need

Relevant competencies
Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Competency Number: 12 ASF Level: 12

Competencies Description: Deliver Training

Key Element 1 Prepare trainees
Key Element 2 Instruct trainees
Key Element 3 Review training
Key Element 4 Provide opportunities for practice
Key Element 5 Confirm trainee has reached required standard of performance
Off-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Documentation relating to training sessions delivered in the workplace, including their evaluation
- Teaching / training qualifications

Applicant should be able to demonstrate

Knowledge
- instructional strategies and stages
- planning and designing training programs
- preparation for training
- delivery and evaluation of training

Skills
- planning, preparing and delivering a short training session
- preparing teaching aids
- evaluating a short training session

Attributes
- attention to detail
- interpersonal skills
- respect for others
- commitment to EEO principles

This module addresses the training needs in Units 2 and 12, but includes the demonstration aspects of Unit 1.

Module Name: *OCCUPATIONAL HEALTH & SAFETY FOR THE LIBRARY INDUSTRY*

Module Code: ABD507
Type: CERTIFICATE

Learning Outcome 1 Describe the occupational health and safety laws and practices relevant to your industry and the responsibilities placed on your workplace
Learning Outcome 2 Plan and conduct a hazard inspection in your workplace, using the supplied check list
Learning Outcome 3 Identify safe work practices and emergency procedures in your workplace
Learning Outcome 4 Describe the occupational welfare structure and services in your workplace

Relevant competencies
Competency Number: 7 ASF Level: 2

Competencies Description: Assist in the provision of a safe library environment

Key Element 1. Recognise and report unsafe/ unsatisfactory work conditions
Key Element 2 Respond appropriately to incidents concerning staff and clients
Combination √

Competency Number: 9   ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Competency Number: 15 ASF Level: 3

Competencies Description: Co-ordinate activities in a small area, or of a small work group

Key Element 1 Organise work in a small area and/or oversee work of a small group
Key Element 2 Maintain safe working practices
Key Element 3 Compile and maintain information records
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of skills audits conducted by the applicant
- Examples of documentation developed by applicant to respond to a potential safety hazard

Applicant should be able to demonstrate

Knowledge
- occupational health and safety legislation in own state/territory
- responsibilities of employers and employees
- hazard identification
- principles of prevention and control
- risk management
- accident investigation and reporting

- workplace design
- occupational health and safety policies and procedures in at least 2 organisations

Skills

- demonstrating duty of care principles
- identifying causes of accidents and safe work practices
- undertaking a safety audit
- detail the process used for evacuation of a workplace
- complete an accident report form

Attributes

- attention to detail
- decision making
- problem solving
- objectivity

This module addresses the occupational health and safety aspects underpinning Units 7, 9 and 15.

Module Name: *WORKING IN THE INFORMATION INDUSTRY*

Module Code: LIS012
Type: CERTIFICATE

Learning Outcome 1 Investigate the career paths available within the information industry
Learning Outcome 2 Investigate education and training in the information industry
Learning Outcome 3 Apply for a job to suit your career path in the information industry
Learning Outcome 4 Participate in a job interview in the information industry and critically review the process

Relevant competencies
Competency Number: 9 ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Applicant's personal development or career plan
- Job application and outcome

Applicant should be able to demonstrate

Knowledge
- interview process
- position descriptions
- job application processes
- career pathways in the library and information industry
- general recruitment policies in government and nongovernment agencies

Skills
- identifying roles of different groups in the information industry
- developing a career plan or a personal development plan
- preparing a job application and resume
- participating in an interview
- self assessing

Attributes
- interpersonal skills
- appreciation of benefits of diversity
- EEO principles
- Industrial Democracy principles

This module addresses elements of Unit 9.

Module Name: *DEALING WITH CUSTOMERS AND CLIENTS*

Module Code: NCS018
Type: CERTIFICATE

Learning Outcome 1 Use communication skills to effectively interact with customers and clients
Learning Outcome 2 Use communication skills to effectively deal with difficult situations involving customers and/or clients

Relevant competencies
Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Competency Number: 6   ASF Level: 2

Competencies Description: Assist with the maintenance of service area

Key Element 1 Maintain an attractive and pleasant environment for clients
Key Element 2 Arrange material to the classification used by library
Key Element 3 Contribute to the maintenance of equipment
Key Element 4 Maintain materials and supplies for equipment
Key Element 5 Assist with the maintenance of security and behaviour requirements
Off-the-job √ **On-the-job** √

Competency Number: 7 ASF Level: 2

Competencies Description: Assist in the provision of a safe library environment

Key Element 1 Recognise and report unsafe/unsatisfactory work conditions
Key Element 2 Respond appropriately to incidents concerning staff and clients
Combination √

Evidence
* Supporting statement from section manager or equivalent
* Position descriptions
* Examples of client interactions which lasted at least 5 minutes and effectively resolved difficult situations

Applicant should be able to demonstrate

Knowledge
* customer service theory
* models of customer behaviour
* cross cultural awareness

Skills
* interpersonal skills including assertiveness, listening, speaking, questioning, verbal and non-verbal skills, perception, attending, sensitivity, empathy

Attributes
* respect for others
* acceptance of responsibility
* tact and diplomacy
* commitment to non discriminatory language

This module covers the client relations aspects of Units 4, 6 and 7, but also underpins Units 1 and 9.

Module Name: *MANAGING EFFECTIVE WORKING RELATIONSHIPS*

Module Code: NGMS106
Type: CERTIFICATE

Learning Outcome 1 Develop strategies and act to establish and maintain the trust and support of subordinates
Learning Outcome 2 Develop strategies and act to establish and maintain the trust and support of immediate manager(s)
Learning Outcome 3 Develop strategies and act to establish and maintain effective work relationships with peers and colleagues

Relevant competencies
Competency Number: 8 ASF Level: 2

Competencies Description: Work with others

Key Element 1 Participate in work group / process.
Key Element 2 Contribute to the flow of relevant work information and ideas.
Key Element 3 Contribute to the maintenance and improvement of work communication
Key Element 4 Deal with work issues, problems and conflicts.
On-the-job √ Combination √

Competency Number: 9 ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Competency Number: 15 ASF Level: 3

Competencies Description: Co-ordinate activities in a small area, or of a small work group

Key Element 1 Organise work in a small area and/or oversee work of a small group
Key Element 2 Maintain safe working practices
Key Element 3 Compile and maintain information records
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Descriptions of strategies used when working with different groups/persons
- Examples of techniques used for prioritising work, evaluating own work
- Supervisory roles

Applicant should be able to demonstrate

Knowledge
- organisational and group culture
- individual needs, differences, perceptions
- group dynamics
- leader and follower behaviours
- conflict theory and resolution
- roles and role expectations
- information flow

- standards' setting
- adaptive behaviour
- cultural values

Skills

- interpersonal communication
- role clarification
- managing individual differences
- goal setting and prioritising
- performance evaluation

Attributes

- trusting
- self-confident
- assertive
- open
- committed
- tolerant
- initiating

This module addresses the work organisation skills required in Units 8, 9 and 15.

Module Name: *DATABASE SEARCHING AND RETRIEVAL*

Module Code: LIS013
Type: CERTIFICATE

Learning Outcome 1 Explain your reasons for selecting information databases for given client requests
Learning Outcome 2 Search a range of databases for information to suit client requests
Learning Outcome 3 Record and transmit electronically the received information

Relevant competencies
Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Competency Number: 10 ASF Level: 3

Competencies Description: Respond to requests from other information providers for materials

Key Element 1 Determine details of required information and delivery
Key Element 2 Locate and retrieve information
Key Element 3 Provide information
Key Element 4 Undertake financial and other administrative procedures
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 14 ASF Level: 3

Competencies Description: Access and process information

Key Element 1 Accession material
Key Element 2 Contribute to information processing
Off-the-job √ **On-the-job** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of databases used in the workplace
- Examples of difficult searches undertaken

Applicant should be able to demonstrate

Knowledge
- types of databases
- bibliographic and information databases in detail
- simple communication devices (modems, email)
- modes of operation and access to databases
- searching strategies and techniques using a range of commonly used library and information databases

Skills
- selecting databases to suit client request for information
- using simple database searching strategies and techniques
- using complex searching strategies and techniques
- evaluating data retrieved in line with request
- preparing information retrieved to suit client's need
- transmitting information electronically to remote clients (modem, email)

Other Attributes

- attention to detail
- interpersonal skills (listening)
- responsiveness

This module addresses the electronic searching components of Units 4, 10 and 14.

Module Name: *INDUSTRY PLACEMENT 1*

Module Code: LIS014
Type: CERTIFICATE

Learning Outcome 1 Work effectively as part of a team
Learning Outcome 2 Work in accordance with occupational health and safety procedures and equal opportunity practices
Learning Outcome 3 Deliver instruction in the workplace to selected clients
Learning Outcome 4 Demonstrate technical skills appropriate to their identified need and level of expertise

Relevant competencies
Competency Number: 7 ASF Level: 2

Competencies Description: Assist in the provision of a safe library environment

Key Element 1. Recognise and report unsafe/ unsatisfactory work conditions
Key Element 2 Respond appropriately to incidents concerning staff and clients
Combination √

Competency Number: 8 ASF Level: 2

Competencies Description: Work with others

Key Element 1 Participate in work group / process
Key Element 2 Contribute to the flow of relevant work information and ideas
Key Element 3 Contribute to the maintenance and improvement of work communication
Key Element 4 Deal with work issues, problems and conflicts
Combination √ **On-the-job** √

Competency Number: 9 ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Competency Number: 12 ASF Level: 12

Competencies Description: Deliver Training

Key Element 1 Prepare trainees
Key Element 2 Instruct trainees
Key Element 3 Review training
Key Element 4 Provide opportunities for practice
Key Element 5 Confirm trainee has reached required standard of performance
Off-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from workplace demonstrating the ability to work effectively in a team, deliver instruction and meet requirements of nominated tasks (up to Level 3) within occupational health and safety guidelines

Applicant should be able to demonstrate

Knowledge
- role and functions of at least three different types of library or information agencies
- technical and user services functions at AQF Level 3
- training strategies
- group dynamics
- roles and role expectations

Skills
- interpersonal skills
- working in a team
- delivering short training sessions at appropriate level
- applying occupational health and safety regulations
- undertaking a library assistant role

Attributes
- respect for others
- working under direction
- attention to detail

This module integrates the theoretical and practical aspects of the Certificate III program, but is particularly addressed to components of the Certificate III program that should be assessed in a workplace : Units 7, 8, 9 and 12.

Module Name: *LIBRARY PROMOTION AND DISPLAY 2*

Module Code: LIS015
Type: CERTIFICATE

Learning Outcome 1 Propose a range of promotional activities or opportunities both inside and outside the library or information agency environment, following established guidelines
Learning Outcome 2 Using established guidelines, plan a special promotion or activity
Learning Outcome 3 Prepare, implement and evaluate a special promotion or activity

Relevant competencies
Competency Number: 11 ASF Level: 3

Competencies Description: Contribute to promotion and programs and activities for clients

Key Element 1 Assist in the preparation of programs and activities
Key Element 2 Participate in programs and activities
Key Element 3 Assist in the follow up to programs and activities
Off-the-job √ **On-the-job** √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Evidence of a special promotion or event identifying role of applicant in its planning, implementation and evaluation (photographs, news clippings)
- Samples of materials developed for the promotion or event

Applicant should be able to demonstrate

Knowledge
- role of promotional activities within an organisation's objectives and marketing strategies
- identification of clients and their need for specific products and services
- planning promotions and activities
- preparation of program materials
- evaluation techniques

Skills
- identifying opportunities for promotion activities
- using media effectively
- developing a detailed plan for a special activity or promotion, including costings and timing
- organising a special event (including preparation of materials)
- presenting the special event
- evaluating its success

Attributes
- working with others
- initiative
- attention to detail

This module addresses Unit 11.

Module Name: *LITERATURE AND THE LIBRARY USER*

Module Code: LIS016
Type: CERTIFICATE

Learning Outcome 1 Explain the role of literature in the libraries
Learning Outcome 2 Develop and use a framework for handling client's literature requests
Learning Outcome 3 Locate literary information to satisfy client requests

Relevant competencies
Competency Number: 1 ASF Level: 2

Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library
Key Element 2 Provide information about services and facilities
Key Element 3 Deal with the client's comments, suggestions and complaints
On-the-job √ **Combination** √

Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position description
- Examples of literature searches (description of activities undertaken, sample of outcomes such as a bibliography, short paper, book list)
- Descriptions of organising the literature components of a collection

Applicant should be able to demonstrate

Knowledge
- definitions of classic literature eg literature from the perspective of universality, relevance to contemporary issues, and originality
- divisions and genres of literature
- use of literary criticism
- development of a framework for categorising literature requests
- locating literary information

Skills
- literature searching
- categorise requests into an appropriate framework which includes literary periods, genres, and major developments
- arrange literature collection according to major classification scheme (DDC or LCC), including translations and a variety of languages
- use catalogues and bibliographies for literary requests

Attributes
- interpersonal skills (listening)
- inquiring
- attention to detail

This module is designed as an elective and specialist subject, allowing learners to pursue own interests or support focus of library collection. It can be used to assist in meeting Units 1 and 4.

Module Name: *COMMUNITY INFORMATION AND NETWORKING*

Module Code: LIS017
Type: CERTIFICATE

Learning Outcome 1 Develop strategies to locate and access alternative sources of information in a community
Learning Outcome 2 Develop networks of information providers
Learning Outcome 3 Document referral and networking techniques

Relevant competencies

Competency Number: 1 ASF Level: 2

Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library
Key Element 2 Provide information about services and facilities
Key Element 3 Deal with the client's comments, suggestions and complaints
On-the-job √ **Combination** √

Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Evidence of networks established or maintained by the applicant, either of library and information providers, or alternative sources of information in a community
- Documentation of techniques used

Applicant should be able to demonstrate

Knowledge

- information resources in the local community external to the formal library/information agencies
- types of community information
- networking strategies
- group cultures and values
- cross cultural awareness
- codes of ethics

Skills

- interpersonal skills
- identifying special sources of information in a community (persons, materials)
- developing networking arrangements and sharing
- monitoring the success of such arrangements
- documenting arrangements

Attributes

- sensitivity
- empathy
- inquiry

This module is designed as an elective and specialist subject, allowing learners to pursue own interests or supplement library resources. It can be used to assist in meeting Units 1 and 4.

Module Name: *CLIENT GROUPS AND INFORMATION NEEDS*

Module Code: LIS018
Type: CERTIFICATE

Learning Outcome 1 Respond with respect to requests for information from a range of client groups
Learning Outcome 2 Assess the information needs of a range of client groups
Learning Outcome 3 Develop and evaluate strategies to satisfy the information needs of social groups

Relevant competencies
Competency Number: 1 ASF Level: 2

Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library
Key Element 2 Provide information about services and facilities
Key Element 3 Deal with the client's comments, suggestions and complaints
On-the-job √**Combination** √

Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of requests from a range of client groups that applicant has assisted in satisfying
- Descriptions of techniques used when working with special client groups (eg Aboriginal and Torres Strait Islanders, children, migrant groups, societies)

Applicant should be able to demonstrate

Knowledge
- nature of client groups
- group values, roles and culture
- client rights and responsibilities in relation to information
- duty of care, codes of ethics
- cross cultural awareness
- legislation relating to information and to the rights of the individual

Skills
- interpersonal skills
- assisting clients to clarify their need for information
- developing and using suitable different strategies to suit the needs of different client groups
- presenting information and materials in forms/formats to suit needs of group
- documenting sources and strategies used with particular client groups

Attributes
- respect for others
- flexiblity
- tolerance
- objectivity
- commitment to discretion
- commitment to nondiscriminatory language

This module is designed as an elective and specialist subject, allowing learners to pursue own interests or support the needs of special groups in the community. It can be used to assist in meeting Units 1 and 4.

Module Name: *AUSTRALIAN POLITICAL PROCESSES AND INFORMATION*

Module Code: LIS019
Type: CERTIFICATE

Learning Outcome 1 Characterise the roles and responsibilities of three levels of Australian government
Learning Outcome 2 Summarise the political, legal and administrative processes of Australian governments
Learning Outcome 3 Examine the impact of legislation on the management of information

Relevant competencies
Competency Number: 1 ASF Level: 2
Competencies Description: Assist clients to access library's services and facilities

Key Element 1 Assist clients in contact with the library
Key Element 2 Provide information about services and facilities
Key Element 3 Deal with clients' comments, suggestions and complaints
On-the-job √**Combination** √

Competency Number: 4 ASF Level: 2
Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Description of the role of a public/state/national library or library in a government agency in relation to its statutory obligations
- Demonstration of knowledge of legal processes and legislation impacting on information

Applicant should be able to demonstrate

Knowledge
- roles and responsibilities of Australian government
- law making processes
- role of the Administrations (federal, state, local)
- legislation concerning information handling and management

Skills
- assembling and examining information
- using and interpreting legislation
- working within regulatory and legislative processes

Attributes
- objectivity
- commitment to EEO and ID principles
- working ethically

This module is designed as an elective and specialist subject, allowing learners to pursue own interests or deepen knowledge of the role of government and legislation in the library and information sector. It can be used to assist in meeting Units 1 and 4.

Module Name: *WRITING WORKPLACE DOCUMENTS*

Module Code: NCS006
Type: CERTIFICATE

Learning Outcome 1 Plan complex workplace documents
Learning Outcome 2 Write complex workplace documents

Relevant competencies
Competency Number: 4 ASF Level: 2

Competencies Description: Assist in making information accessible to clients

Key Element 1 Maintain client focus
Key Element 2 Work with databases
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Samples of workplace documents prepared by the applicant eg answering complaints/complain, sales, explanatory, ministerial, persuasive, newsletter article, leaflet, instructions

Applicant should be able to demonstrate

Knowledge
- communication processes in library/information workplaces
- communication principles
- grammatical conventions
- punctuation conventions
- workplace formats
- presentation and layout

Skills
- planning skills
    defining purpose, audience, context
    selecting information
    checking information
    classifying information
    using headings
    outlining
- writing skills
    sequencing
    using language to convey meaning
    using language appropriate to reader
    editing
    proofreading

Attributes
- desire to communicate message
- desire to use language effectively
- respect for others
- initiative
- confidence
- time awareness
- commitment to accuracy
- commitment to nondiscriminatory language

This module underpins the written work required in both courses; Unit 4 is used as an example only.

Module Name: *WORK TEAM COMMUNICATION*

Module Code: NCS004
Type: CERTIFICATE

Learning Outcome 1 Participate in small group discussions to reach an agreement in a workplace related issue
Learning Outcome 2 Co-operate with team members to plan and prepare a simple presentation
Learning Outcome 3 Make a job related presentation

Relevant competencies
Competency Number: 8 ASF Level: 2
Competencies Description: Work with others

Key Element 1 Participate in work group/process
Key Element 2 Contribute to the flow of relevant work information and ideas
Key Element 3 Contribute to the maintenance and improvement of work communication
Key Element 4 Deal with work issues, problems and conflicts
On-the-job √**Combination** √

Competency Number: 15 ASF Level: 3
Competencies Description: Co-ordinate activities in a small area, or of a small work group

Key Element 1 Organise work in a small area and/or oversee work of a small group
Key Element 2 Maintain safe working practices
Key Element 3 Compile and maintain information records
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of workplace interactions
- Documentation from a job related presentation (eg a training session, information on a new acquisition, system or the operation of a piece of equipment) which involves the use of at least two different forms of media

Applicant should be able to demonstrate

Knowledge
- role of work groups and teams
- group processes and content
- group goal setting techniques
- conflict handling strategies
- negotiation styles and strategies
- problem solving strategies
- audience awareness
- presentation formats, media, techniques
- cross cultural awareness
- industrial democracy

Skills
- interpersonal skills (listening, speaking, questioning, assertiveness)
- perception
- managing stress
- reading and writing skills (note taking, organising information, checking)
- presentation skills

- using appropriate nonverbal communication
- using visual aids

Attributes
- respect for others
- self esteem
- initiative
- tolerance
- trust
- time awareness
- commitment to nondiscriminatory language

This module addresses the interpersonal skills required for Units 8 and 15

Module Name: *DEALING WITH CONFLICT*

Module Code: NCS005
Type: CERTIFICATE

Learning Outcome 1 Identify the signs, stages and possible causes of conflict in the workplace
Learning Outcome 2 Propose strategies to deal with a specified conflict in the workplace
Learning Outcome 3 Use communication skills that facilitate constructive responses to conflict in the workplace

Relevant competencies
Competency Number: 6   ASF Level: 2

Competencies Description: Assist with the maintenance of service area

Key Element 1 Maintain an attractive and pleasant environment for clients
Key Element 2 Arrange material to the classification used by library
Key Element 3 Contribute to the maintenance of equipment
Key Element 4 Maintain materials and supplies for equipment
Key Element 5 Assist with the maintenance of security and behaviour requirements
Off-the-job √ **On-the-job** √

Competency Number: 8   ASF Level: 2

Competencies Description: Work with others

Key Element 1 Participate in work group/process
Key Element 2 Contribute to the flow of relevant work information and ideas
Key Element 3 Contribute to the maintenance and improvement of work communication
Key Element 4 Deal with work issues, problems and conflicts
On-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of conflict from the workplace and the role of the applicant in their resolution

Applicant should be able to demonstrate

Knowledge
- conflict theory
- values, attitudes and beliefs and their role in conflict
- strategies for dealing with conflict
- group processes
- roles people use
- analysis
- problem solving techniques
- decision making
- goal setting techniques
- cross cultural awareness
- change management theory
- industrial democracy

Skills
- interpersonal skills
- perception
- managing stress
- seeking information

Attributes

- self esteem
- self awareness
- tolerance
- respect for others
- empathy
- objectivity
- commitment to discretion
- acceptance of role of conflict in workplace
- commitment to nondiscriminatory language

This module addresses parts of Unit 6 and 8.

Module Name: *COMPUTER SYSTEMS BASICS*

Module Code: ITC301
Type: CERTIFICATE

Learning Outcome 1 Identify and describe the major components of a micro, mini and mainframe computer, highlighting the differences between them
Learning Outcome 2 Assemble a microcomputer from its boxed components so that it is fully operational, describing in detail the purpose and function of different microcomputer system configurations
Learning Outcome 3 Install an operating system and applications software onto a microcomputer
Learning Outcome 4 Analyse and compare the measurement of computing performance using appropriate terminology

Relevant competencies
Competency Number: 9   ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples taken from life or work experiences about unpacking and assembling a PC, loading software, upgrading software, fitting new peripherals.

Applicant should be able to demonstrate

Knowledge
- role of hardware components
- software definition and description
- assembly of a microcomputer based system
- examples of system configurations
- measurement of memory and system performance

Skills
- assembling a microcomputer
- testing the system including correct powering-up procedures
- installing software
- installing software upgrades
- comparing hardware items in terms of memory capacity, CPU clock speed, disk storage space, and I/O services available

Attributes
- attention to detail
- accuracy
- occupational health and safety awareness
- initiative
- time awareness

This module provides the computing hardware and software knowledge and skills that underpin work in an information environment; it addresses 9.4 specifically.

Module Name: *SPREADSHEET OPERATIONS*

Module Code: ITF305
Type: CERTIFICATE

Learning Outcome 1 Create and modify worksheets which incorporate mathematical, statistical, financial, date and logical functions
Learning Outcome 2 Create, save and print graphs based on data stored in a worksheet
Learning Outcome 3 Create and edit spreadsheets which contain formulae with both absolute and relative cell references
Learning Outcome 4 Design worksheets from a user specification of requirements

Relevant competencies
Competency Number: 9   ASF Level: 2
Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Samples of spreadsheets created by the applicant and descriptions of their purpose and value

Applicant should be able to demonstrate

Knowledge

- mathematical, statistical, financial, date and logical functions
- relative and absolute cell references
- spreadsheet applications

Skills

- creating and modifying spreadsheet formulae
- saving and printing spreadsheet files
- creating, saving and printing at least 3 types of graphs
- designing a spreadsheet from a user's specification of requirements and which includes at least three different functions

Attributes

- attention to detail
- accuracy
- occupational health and safety awareness
- initiative
- time awareness

The knowledge and skills in this module underpin most of the unit requirements for maintaining statistics, for creating reports. It specifically addresses skills required in Unit 9.

Module Name: *WORD PROCESSING OPERATIONS*

Module Code: ITF304
Type: CERTIFICATE

Learning Outcome 1 Use common paragraph formatting commands including centring, left and right alignment, justification, indent, hanging indent, tabs, tables, shading, boxes and double spacing

Learning Outcome 2 Use word processing tools such as find/search and replace, spell checker, grammar checker, thesaurus to ensure that printed documents are error-free

Learning Outcome 3 Use page formatting options such as multi-page documents, 'hard' page breaks, page numbers, header, footer, page size and page orientation

Learning Outcome 4 Use the available facilities of the word processing package and/or a file management package to manage electronic word processed files

Relevant competencies

Competency Number: 9   ASF Level: 2

Competencies Description: Contribute to own work performance and learning

Key Element 1 Accept responsibility for own work
Key Element 2 Contribute to client service
Key Element 3 Monitor and maintain acceptable work performance
Key Element 4 Make efficient use of equipment and systems
Key Element 5 Participate in identifying and meeting own learning needs
Key Element 6 Participate in workplace change and development
Combination √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Samples of wordprocessed documents to demonstrate the above skills and which could be adapted to a library or information environment

Applicant should be able to demonstrate

Knowledge

- common paragraph formatting styles and commands
- creation of tables, boxes, lines of various styles and sizes
- word processing tools
- page formatting options
- file management facilities

Skills

- creating, saving, printing documents with features noted above
- using word processing tools effectively
- editing documents to standard expected in workplace
- inserting graphics or clipart
- moving, copying, renaming, deleting files using file management facilities

Attributes

- attention to detail
- accuracy
- occupational health and safety awareness
- initiative
- time awareness

The knowledge and skills in this module underpin most of the unit requirements for producing textual documentation. It specifically addresses skills required in Unit 9.

Module Name: *BASIC REFERENCE SKILLS*

Module Code: LIS020
Type: DIPLOMA

Learning Outcome 1 Use the appropriate ready reference resources to locate and provide information
Learning Outcome 2 Determine and implement appropriate search strategies to answer ready reference questions
Learning Outcome 3 Communicate with clients and interpret their needs
Learning Outcome 4 Maintain records appropriate to the reference environment
Learning Outcome 5 Apply appropriate standards, procedures, legal and ethical requirements, liabilities and agreements in the receipt of information

Relevant competencies

Competency Number: 16   ASF Level: 4

Competencies Description: Obtain material from remote source for clients

Key Element 1 Determine details of the required information and delivery
Key Element 2 Locate information
Key Element 3 Obtain and return information
Key Element 4 Undertake financial and other administrative procedures
On-the-job √ **Combination** √

Competency Number: 17   ASF Level: 4

Competencies Description: Contribute to client access to information

Key Element 1 Determine client information requirements and ways to meet them
Key Element 2 Provide information or refer appropriately
Key Element 3 Assist clients to access reserves and material from remote sources
Key Element 4 Assist clients to access required information directly
On-the-job √ **Combination** √

Competency Number: 21   ASF Level: 4

Competencies Description: Maintain accessibility of information

Key Element 1 Maintain client service
Key Element 2 Make effective use of equipment and technological applications
Off-the-job √ **On-the-job** √ **Combination** √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Workplace examples showing information gathered from ready reference sources used to satisfy client requests (demonstrating the use of a wide variety of ready reference materials)
- Examples of working effectively with clients

Applicant should be able to demonstrate

Knowledge

- searching strategies
- ready reference resources
- common bibliographic tools
- standard reference queries
- legislation and ethical requirements that impact on the transfer and supply of information
- document delivery systems
- policies and procedures of libraries and information agencies relating to the provision of information

Skills
- selecting ready reference resources to answer common reference queries
- selecting and implementing effective searching strategies
- assisting clients to determine their information needs
- providing information or resources to clients (in person or remotely)
- maintaining all required records
- working within legal and ethical constraints

Attributes
- providing quality outcomes
- respect for others
- initiative
- confidence
- time awareness
- commitment to accuracy
- commitment to EEO and ID principles

This module contributes to the knowledge and skills required by Units 16, 17 and 21

Module Name: *RESEARCH SOURCES AND STRATEGIES*

Module Code: LIS021
Type: DIPLOMA

Learning Outcome 1 Identify potential information sources to satisfy client needs
Learning Outcome 2 Evaluate information sources for reliability, currency, validity and relevance for client needs
Learning Outcome 3 Conduct a reference interview to determine the information needs of the client
Learning Outcome 4 Undertake search strategies using a range of sources
Learning Outcome 5 Package information to suit client needs

Relevant competencies

Competency Number: 28   ASF Level: 5

Competencies Description: Provide clients with access to required information

Key Element 1 Determine client information requirements
Key Element 2 Determine assistance and search strategy
Key Element 3 Use information sources to meet client requirements
Key Element 4 Assist client to access required information
Key Element 5 Package information
Off-the-job √ On-the-job √ Combination √

Competency Number: 38   ASF Level: 5

Competencies Description: Improve accessibility of information

Key Element 1 Respond to requests for assistance for a recognised access problem
Key Element 2 Increase awareness of services and sources of networked information for clients
Key Element 3 Contribute to development of policy and processes to improve accessibility of information
Key Element 4 Make effective use of means to access networked information
Off-the-job √ On-the-job √ Combination √

Evidence

* Supporting statement from section manager or equivalent
* Position descriptions
* Workplace examples showing information assembled and packaged to satisfy client requests (demonstrating the use of reference tools in electronic, graphic and textual formats, and in different publishing styles, and the applicant's ability to provide information in a format appropriate to the client's request)
* Examples of interviews with clients

Applicant should be able to demonstrate

Knowledge

* client groups and their information needs
* extensive knowledge of general information sources and reference tools (in all formats and publication forms)
* reference interview techniques
* criteria for evaluation of reference tools
* packaging information to suit clients

Skills

* interviewing
* working with clients and client groups to satisfy information needs
* using reference sources efficiently and effectively to answer reference questions
* evaluating reference sources for reliability, currency, validity and relevance

- using a variety of formats and publishing styles to answer reference questions
- packaging information to suit client needs

Attributes

- providing quality outcomes
- respect for others
- initiative
- confidence
- time awareness
- commitment to accuracy
- commitment to EEO and ID principles

This module addresses Units 28 and 38.

Module Name: *LENDING SERVICES 2*

Module Code: LIS022
Type: DIPLOMA

Learning Outcome 1 Explain local, national and international policies for interlibrary lending
Learning Outcome 2 Select sources for interlibrary lending and document delivery, following established guidelines
Learning Outcome 3 Generate and dispatch interlibrary loan and document delivery requests
Learning Outcome 4 Undertake all financial transactions involved in the interlibrary loan and document delivery process
Learning Outcome 5 Manage incoming interlibrary loan materials and document supply materials, following established procedures

Relevant competencies
Competency Number: 16   ASF Level: 4

Competencies Description: Obtain material from remote sources for clients

Key Element 1 Determine details of the required information and delivery
Key Element 2 Locate information
Key Element 3 Obtain and return information
Key Element 4 Undertake financial and other administrative procedures
On-the-job √ Combination √

Competency Number: 17   ASF Level: 4

Competencies Description: Contribute to client access to information

Key Element 1 Determine client information requirements and ways to meet them
Key Element 2 Provide information or refer appropriately
Key Element 3 Assist clients to access reserves and materials from remote sources
Key Element 4 Assist clients to access required information directly
On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Documentation from the workplace showing applicant's ability to undertake all aspects of the interlibrary loan process

Applicant should be able to demonstrate

Knowledge
- interlibrary lending policies and procedures
- sources for interlibrary lending and document supply
- bibliographic tools
- legal and ethical issues relating to the provision of information

Skills
- bibliographic searching and verification
- preparing interlibrary loan requests and copyright declarations
- despatching and following up requests
- handling financial transactions
- recording receipts
- returning materials promptly
- maintaining statistics

Attributes
- providing quality outcomes
- time awareness
- commitment to accuracy
- awareness of ethical and legal responsibilities
- maintaining networking responsibilities

This module addresses Units 16 and 17.

Module Name: *BIBLIOGRAPHIC DESCRIPTION AND ACCESS*

Module Code: LIS023
Type: DIPLOMA

Learning Outcome 1 Construct bibliographic description with access points adapting nationally accepted standards to suit local client needs
Learning Outcome 2 Create and maintain name authority records
Learning Outcome 3 Undertake catalogue support and maintenance activities

Relevant competencies
Competency Number: 20   ASF Level: 4

Competencies Description: Undertake cataloguing and classification activities

Key Element 1 Undertake cataloguing/classification of material
Key Element 2 Provide cataloguing support
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 36 ASF Level: 5

Competencies Description: Catalogue and classify material

Key Element 1 Analyse material
Key Element 2 Catalogue material
Key Element 3 Classify material
Key Element 4 Contribute to maintenance and development of cataloguing practices
Off-the-job √ **On-the-job** √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Cataloguing examples from library workplaces demonstrating skills in bibliographic description and authority file work.

Applicant should be able to demonstrate

Knowledge
- national and international cataloguing standards
- library cataloguing policies and procedures
- bibliographical description
- access points
- references
- authority control
- cataloguing support activities

Skills
- adapting and using national standards to suit local client needs
- locating bibliographic data and records
- creating, modifying and upgrading bibliographical records
- creating, modifying and upgrading name authority records
- creating, entering, uploading temporary bibliographic records
- using precedents and guidelines to support cataloguing of complex items

Attributes
- providing quality outcomes
- initiative
- time awareness
- commitment to accuracy
- maintaining networking responsibilities

This module addresses the bibliographic description components and catalogue maintenance parts of Units 20 and 36.

Module Name: *LIBRARY CLASSIFICATION*

Module Code: LIS024
Type: DIPLOMA

Learning Outcome 1 Classify standard library materials using a selected classification scheme
Learning Outcome 2 Demonstrate classification procedures for given non-standard library materials

Relevant competencies
Competency Number: 20   ASF Level: 4

Competencies Description: Undertake cataloguing and classification activities

Key Element 1 Undertake cataloguing/classification of material
Key Element 2 Provide cataloguing support
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 36 ASF Level: 5

Competencies Description: Catalogue and classify material

Key Element 1 Analyse material
Key Element 2 Catalogue material
Key Element 3 Classify material
Key Element 4 Contribute to maintenance and development of cataloguing practices
Off-the-job √ **On-the-job** √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Classification examples from library workplaces demonstrating skills in using one classification scheme in detail (indexes, tables, schedules) and adapting this to suit the needs of the local client group
- Examples of shelflisting

Applicant should be able to demonstrate

Knowledge
- classification schemes
- classification policies and procedures in different types of libraries
- the classification process
- shelflisting techniques

Skills
- assigning classification numbers by using schedules, tables, indexes
- adapting classification numbers to suit the needs of client groups
- classifying a range of materials including those in different formats, publishing styles, foreign languages, and multiple types of materials and formats in one package

Attributes
- providing quality outcomes
- initiative
- time awareness
- commitment to accuracy
- maintaining networking responsibilities

This module addresses the classification components of Units 20 and 36.

Module Name: *SUBJECT ACCESS*

Module Code: LIS025
Type: DIPLOMA

Learning Outcome 1 Explain subject access and control
Learning Outcome 2 Provide subject access to standard library materials using a selected list of subject headings
Learning Outcome 3 Implement authority control procedures

Relevant competencies

Competency Number: 20   ASF Level: 4

Competencies Description: Undertake cataloguing and classification activities

Key Element 1 Undertake cataloguing/classification of material
Key Element 2 Provide cataloguing support
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 36 ASF Level: 5

Competencies Description: Catalogue and classify material

Key Element 1 Analyse material
Key Element 2 Catalogue material
Key Element 3 Classify material
Key Element 4 Contribute to maintenance and development of cataloguing practices
Off-the-job √ **On-the-job** √ **Combination** √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Subject cataloguing examples from library workplaces demonstrating skills in providing subject access through a subject heading list or thesaurus, and providing the references and authority control to support that access

Applicant should be able to demonstrate

Knowledge

- subject cataloguing policies and procedures in different types of libraries
- subject cataloguing principles
- subject analysis
- thesauri and lists of subject headings
- subject cataloguing techniques
- authority control

Skills

- analysing library materials
- applying concepts and principles of subject access
- assigning subject headings
- using subject thesauri or lists of headings
- creating and modifying subject headings and associated reference structures

Attributes

- providing quality outcomes
- initiative
- time awareness
- commitment to accuracy
- maintaining networking responsibilities

This module addresses the subject access components of Units 20 and 36.

Module Name: *CATALOGUING PROCEDURES*

Module Code: LIS026
Type: DIPLOMA

Learning Outcome 1 Establish and maintain cataloguing procedures to suit needs of client group
Learning Outcome 2 Copy catalogue a range of library materials to suit the needs of a specified client group
Learning Outcome 3 Encode bibliographical records using a standard communications format (eg MARC)
Learning Outcome 4 Compile/create full bibliographic records for a range of library materials to suit client needs

Relevant competencies
Competency Number: 36 ASF Level: 5
Competencies Description: Catalogue and classify material

Key Element 1 Analyse material
Key Element 2 Catalogue material
Key Element 3 Classify material
Key Element 4 Contribute to maintenance and development of cataloguing practices
Off-the-job √ On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Cataloguing examples from a range of library workplaces demonstrating the applicant's ability to participate effectively in all cataloguing activities (including allocation of priorities, maintaining cataloguing manuals and keeping abreast of national standards and priorities)

Applicant should be able to demonstrate

Knowledge
- cataloguing policies and procedures from a range of libraries and information agencies
- original and copy cataloguing
- use of national and international communication standards
- cataloguing work flows and priorities

Skills
- cataloguing and coding a wide range of materials for input to national or international databases
- maintaining a library catalogue to meet the needs of local users
- allocating priorities to cataloguing items following established priorities
- editing/upgrading copy cataloguing data to suit client needs
- using precedents and guidelines to assist in cataloguing complex materials
- developing and maintaining a cataloguing manual

Attributes
- providing quality outcomes
- initiative
- time awareness
- commitment to accuracy
- maintaining networking responsibilities

This module addresses the need for complex cataloguing and encoding to meet international standards in Unit 36.

Module Name: *LIBRARY ACQUISITIONS*

Module Code: LIS027
Type: DIPLOMA

Learning Outcome 1 Acquire material for a library collection, following established procedures
Learning Outcome 2 Match methods of acquisitions to categories of library materials
Learning Outcome 3 Monitor supplier performance
Learning Outcome 4 Manage the financial records relating to the acquisitions process, following established procedures

Relevant competencies
Competency Number: 19   ASF Level: 4

Competencies Description: Acquire and process information for access

Key Element 1 Determine acquisition details
Key Element 2 Acquire information
Key Element 3 Maintain library's relationships and arrangements with suppliers
Key Element 4 Resolve problems/issues in relation to acquisitions
Key Element 5 Carry out administrative procedures
Key Element 6 Accession information
On-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of acquisitions work in libraries or related employment areas, eg bookshops, second hand bookshops
- Descriptions of working with suppliers
- Documentation from the acquisitions processes indicating the applicant's responsibility

Applicant should be able to demonstrate

Knowledge
- selection and acquisition policies and procedures in a range of libraries and information agencies
- verification procedures
- bibliographic tools
- acquisition methods (for trade publications, government publications, non commercial items, out-of-print items, gift and exchange etc)
- suppliers and supplier performance
- financial procedures

Skills
- bibliographic checking
- acquiring materials in different formats
- monitoring supplier performance
- monitoring financial records
- budgeting
- reporting acquisitions

Attributes
- providing quality outcomes
- initiative
- time management
- commitment to accuracy
- attention to detail
- accountability

This module addresses Unit 19

Module Name: *COLLECTION DEVELOPMENT*

Module Code: LIS028
Type: DIPLOMA

Learning Outcome 1 Investigate the role of a collection development policy in a library or information agency
Learning Outcome 2 Prepare a selection and disposal proposal for selected library materials

Relevant competencies
Competency Number: 33   ASF Level: 5

Competencies Description: Coordinate selection and acquisition of information

Key Element 1 Contribute to library's policies
Key Element 2 Collate and review proposals for acquisition
Key Element 3 Assess qualities of proposed acquisitions
Key Element 4 Propose and/or act on selections
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 34   ASF Level: 5

Competencies Description: Contribute to collection development

Key Element 1 Identify the information required
Key Element 2 Review information available for access
Key Element 3 Identify and assess options for obtaining information
Key Element 4 Contribute to review of collection
Key Element 5 Recommend or act on information acquisition or disposal
Off-the-job √ **On-the-job** √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position description
- A collection development policy that the applicant has worked with, or assisted in the development of
- A selection and disposal schedule devised by the applicant for a section of a collection

Applicant should be able to demonstrate

Knowledge
- collection development policies within different types of libraries or information agencies
- purpose and role of collection development policies
- selection resources and aids
- selection options
- selection and disposal proposals and options

Skills
- selecting materials in line with the library's collection development policy
- using selection resources effectively
- developing procedures for acquisition and disposal
- weeding and disposing of materials in an accountable fashion

Attributes

- providing quality outcomes
- initiative
- time management
- commitment to accuracy
- attention to detail
- accountability

This module addresses Units 33 and 34.

Module Name: *MANAGING AN INFORMATION AGENCY ENVIRONMENT*

Module Code: LIS029
Type: DIPLOMA

Learning Outcome 1 Plan and allocate work activities to meet specific library objectives
Learning Outcome 2 Establish standards, measurements and controls to monitor assessment of the work of operatives to effectively achieve goals
Learning Outcome 3 Contribute to the review, evaluation and acquisition of equipment, fittings and furniture

Relevant competencies
Competency Number: 21   ASF Level: 4

Competencies Description: Maintain accessibility of information

Key Element 1 Maintain client services
Key Element 2 Make effective use of equipment and technological applications
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 22   ASF Level: 4

Competencies Description: Maintain service area environment, resources and equipment

Key Element 1 Maintain service area requirements
Key Element 2 Maintain physical requirements of service area
Key Element 3 Maintain facilities for storage and display
Key Element 4 Implement and monitor maintenance of equipment operation and functions
Key Element 5 Maintain requirements for acceptable behaviour in the library
Key Element 6 Implement and monitor security processes
On-the-job √ **Combination** √

Competency Number: 23   ASF Level: 4

Competencies Description: Contribute to effective working relationships

Key Element 1 Contribute to effective working groups and processes
Key Element 2 Conduct meetings
Key Element 3 Facilitate group discussions
Key Element 4 Maintain and improve work communication
Key Element 5 Negotiate with others
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 24   ASF Level: 4

Competencies Description: Maintain own work, work performance and learning

Key Element 1 Organise own work
Key Element 2 Maintain acceptable standard of work
Key Element 3 Address areas for development and learning
Key Element 4 Contribute to workplace change and development
On-the-job √ **Combination** √

Competency Number: 25   ASF Level: 4

Competencies Description: Organise and coordinate work activities

Key Element 1 Implement policies and procedures
Key Element 2 Organise and coordinate resources
Key Element 3 Contribute to the review, acquisition and use of equipment, fittings and furniture
Key Element 4 Establish and maintain interaction with others
Key Element 5 Contribute to workplace change and development
On-the-job √ **Combination** √

Competency Number: 26   ASF Level: 4

Competencies Description: Organise and coordinate the work of others

Key Element 1 Provide information, advice and support to other staff
Key Element 2 Contribute to the monitoring and maintenance of effective work performance
Key Element 3 Contribute to the identification and development of staff potential
Key Element 4 Contribute to the implementation and monitoring of relevant legislative and work requirements
Key Element 5 Contribute to staff recruitment and selection
Key Element 6 Compile and maintain staff records
On-the-job √ Combination √

Competency Number: 35   ASF Level: 5

Competencies Description: Organise information for client access

Key Element 1 Anticipate need and organise required information
Key Element 2 Develop and maintain simple database
Key Element 3 Contribute to the maintenance and improvement of databases
Key Element 4 Contribute to the review of new systems to organise and access information
Off-the-job √ Combination √

Competency Number: 40   ASF Level: 5

Competencies Description: Manage maintenance of library environment

Key Element 1 Evaluate maintenance requirements, costs and alternatives
Key Element 2 Provide for maintenance and repair
Key Element 3 Implement purchase processes
Key Element 4 Organise and coordinate the installation of equipment, fittings or furniture
Key Element 5 Minimise consumption rates and energy usage
On-the-job √ Combination √

Competency Number: 42   ASF Level: 5

Competencies Description: Contribute to the planning and acquisition of computer systems

Key Element 1 Determine functional requirements of the system
Key Element 2 Determine other requirements and implications of the system
Key Element 3 Assess the ability of relevant existing computer systems to meet needs
Key Element 4 Recommend action
On-the-job √ Combination √

Competency Number: 43   ASF Level: 5

Competencies Description: Lead a team

Key Element 1 Contribute to the development of team objectives and priorities
Key Element 2 Develop and maintain team approach
Key Element 3 Contribute to the development and maintenance of cooperative and effective team working processes
Key Element 4 Contribute to the development and application of team and other work competencies
Key Element 5 Contribute to achievement of legislative and work requirements
Key Element 6 Contribute to staff recruitment and selection
On-the-job √ Combination √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Workplace documentation showing applicant's work plan for a team or group

- Evidence of standards, measurement or other controls instituted by the applicant to demonstrate mechanisms for monitoring the work of others, or assessing the quality of outputs
- Workplace forms devised by the applicant for reviewing, evaluating or acquiring equipment, furniture or fittings
- Submission for the purchase of new equipment

Applicant should be able to demonstrate

Knowledge
- allocation of work activities
- establishment of standards, measurements and other controls to monitor and assess the work of operatives
- furniture and fittings maintenance and supplies
- equipment maintenance and supplies
- leadership
- change processes
- group dynamics

Skills
- negotiating and facilitating
- planning and allocating work
- managing individual differences
- setting goals and prioritising work
- evaluating performance against specified goals and targets
- developing policies in relation to standards, practices and occupational health and safety
- monitoring use of and damage to equipment, furniture and fittings
- recommending new purchases, upgrades
- problem solving

Attributes
- providing quality outcomes
- initiative
- time management
- attention to detail
- accountability
- confidence
- tolerance
- cooperation

This module addresses components of :

Unit 21 : maintaining equipment and technological applications (21.2.3)
Unit 22 : physical requirements of service area; maintaining equipment (22.1–4, 22.6)
Unit 23 : working effectively in a group, facilitating group discussions (23.1, 23.3, 22.5)
Unit 24: : limited aspects of working with others, and contributing to workplace change and development
Unit 25 : contributing to the review, acquisition and use of equipment; contributing to workplace change and development (most aspects)
Unit 26 : working with a group, monitoring of effective work performance, identifying staff potential, monitoring work requirements
Unit 35 : contributing to the review of new systems to organise material (35.4)
Unit 40 : most aspects of this unit
Unit 42 : limited aspects of this unit which relates specifically to computer systems
Unit 43 : provides a limited basis to address this competency

Module Name: *INFORMATION ACCESS FOR CLIENT GROUPS*

Module Code: LIS030
Type: DIPLOMA

Learning Outcome 1 Identify existing services for a range of client groups
Learning Outcome 2 Evaluate existing services for selected client groups
Learning Outcome 3 Recommend ways to address selected client needs in a library's overall policy and planning strategies

Relevant competencies
Competency Number: 30   ASF Level: 5

Competencies Description: Establish and maintain consultation with client groups

Key Element 1 Plan client community links
Key Element 2 Establish and maintain service/client links
Key Element 3 Respond to client comments and complaints
On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Documentation relating to new services that the applicant has initiated or contributed to; reports on evaluating existing services for client groups (eg the introduction of a collection in a special format, or a specialised collection of statistics)
- Examples of mechanisms for consulting with client groups (eg newsletters, forums, special meetings)

Applicant should be able to demonstrate

Knowledge
- client groups, their function and culture, and their information needs
- policies of a range of library and information services for special client groups
- community information networks
- service evaluation techniques

Skills
- providing information appropriate to client group needs
- evaluating services provided to client groups
- recommending new ways to improve client services
- developing and maintaining networks

Attributes
- respect for others
- tolerance
- initiative
- confidence

This module addresses Unit 30.

Module Name: *CLIENT EDUCATION AND TRAINING*

Module Code: LIS031
Type: DIPLOMA

Learning Outcome 1 Identify client groups and their training needs
Learning Outcome 2 Prepare and deliver an educational/instruction session to meet client needs
Learning Outcome 3 Review and evaluate client instruction sessions, following established guidelines

Relevant competencies
Competency Number: 28   ASF Level: 5

Competencies Description: Provide clients with access to required information

Key Element 1 Determine client information requirements
Key Element 2 Determine assistance and search strategy
Key Element 3 Use information sources to meet client requirements
Key Element 4 Assist client to access required information
Key Element 5 Package information
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 29 ASF Level: 5

Competencies Description: Provide training

Key Element 1 Prepare for training
Key Element 2 Deliver training
Key Element 3 Review training
Key Element 4 Maintain training records
Off-the-job √ **Combination** √

Competency Number: 32 ASF Level: 5

Competencies Description: Provide client education

Key Element 1 Identify target client groups and their education needs
Key Element 2 Plan for particular client education activity
Key Element 3 Deliver client education activity
Key Element 4 Review and evaluate client education activity
On-the-job √ **Combination** √

Competency Number: 41 ASF Level: 5

Competencies Description: Maintain and modify technological applications in the library

Key Element 1 Maintain processes relevant to technological applications
Key Element 2 Monitor and evaluate application use
Key Element 3 Identify and rectify bugs
Key Element 4 Effect installation of hardware
Key Element 5 Effect installation of software and updates
Key Element 6 Modify applications to meet library needs
Key Element 7 Assist and train users
On-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of training plans and programs developed and delivered by the applicant
- Evaluative reports of sessions conducted by applicant
- Reports showing analyses of clients' education and training needs

Applicant should be able to demonstrate

Knowledge
- techniques for assessing client training needs
- training strategies and techniques
- learning styles of clients
- preparation of educational aids

Skills
- developing a training plan in consultation with clients
- costing the session including resource development required
- planning and sequencing individual sessions
- delivering training
- evaluating training

Attributes
- respect for others
- commitment to EEO principles
- attention to detail
- facilitating

This modules addresses Units 29 and 32 specifically, and facilitates the acquisition of Units 28 and 41.

Module Name: *DATA COMMUNICATIONS APPLICATIONS*

Module Code: ITG401
Type: DIPLOMA

Learning Outcome 1 Define common terms associated with data communications and networks
Learning Outcome 2 Use selected data communication systems as a dial-up client
Learning Outcome 3 Describe the roles of a range of communications hardware components
Learning Outcome 4 Outline the communications services available to Australian industry and businesses
Learning Outcome 5 Explain the functions and operation of a local area network

Relevant competencies
Competency Number: 21 ASF Level 4

Competencies Description: Maintain accessibility of information

Key Element 1 Maintain client services
Key Element 2 Make effective use of equipment and technological applications
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 36   ASF Level: 5

Competencies Description: Catalogue and classify material

Key Element 1 Analyse material
Key Element 2 Catalogue material
Key Element 3 Classify material
Key Element 4 Contribute to maintenance and development of cataloguing practices
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 38   ASF Level: 5

Competencies Description: Improve accessibility of information

Key Element 1 Respond to requests for assistance for a recognised access problem
Key Element 2 Increase awareness of services and sources of networked information for clients
Key Element 3 Contribute to development of policy and processes to improve accessibility of information
Key Element 4 Make effective use of means to access networked information
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 41 ASF Level: 5

Competencies Description: Maintain and modify technological applications in the library

Key Element 1 Maintain processes relevant to technological applications
Key Element 2 Monitor and evaluate application use
Key Element 3 Identify and rectify bugs
Key Element 4 Effect installation of hardware
Key Element 5 Effect installation of software and updates
Key Element 6 Modify applications to meet library needs
Key Element 7 Assist and train users
On-the-job √ **Combination** √

Evidence
- Position descriptions
- Supporting statement from section manager or equivalent
- Workplace documentation, manuals demonstrating applicant's familiarity with the installation and use of different network configurations

Applicant should be able to demonstrate

Knowledge
- hardware and software components of data communication systems
- role of communications hardware components
- dial-up services for commercial and private use
- local area networking

Skills
- distinguishing between different networks (bulletin boards, LANs, WANs, online databases)
- connecting a modem and installing communications software
- using a range of online data/information services

Attributes
attention to detail
- inquiring
- initiative
- occupational health and safety awareness

This module contributes to Units 21, 36, 38 and 41

Module Name: *CLIENT INTERACTION*

Module Code: NCS011
Type: DIPLOMA

Learning Outcome 1 Plan establish and maintain a working relationship with clients
Learning Outcome 2 Establish a working relationship with a client

Relevant competencies
Competency Number: 30   ASF Level: 5

Competencies Description: Establish and maintain consultation with client groups

Key Element 1 Plan client community links
Key Element 2 Establish and maintain service/client links
Key Element 3 Respond to client comments and complaints
On-the-job √ **Combination** √

Competency Number: 22   ASF Level: 4

Competencies Description: Maintain service area environment, resources and equipment

Key Element 1 Maintain service area requirements
Key Element 2 Maintain physical requirements of service area
Key Element 3 Maintain facilities for storage and display
Key Element 4 Implement and monitor maintenance of equipment operation and functions
Key Element 5 Maintain requirements for acceptable behaviour in the library
Key Element 6 Implement and monitor security processes
On-the-job √ **Combination** √

Competency Number: 28   ASF Level: 5

Competencies Description: Provide clients with access to required information

Key Element 1 Determine client information requirements
Key Element 2 Determine assistance and search strategy
Key Element 3 Use information sources to meet client requirements
Key Element 4 Assist client to access required information
Key Element 5 Package information
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 29 ASF Level: 5

Competencies Description: Provide training

Key Element 1 Prepare for training
Key Element 2 Deliver training
Key Element 3 Review training
Key Element 4 Maintain training records
Off-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Case studies from various workplaces which could include a memo to a supervisor outlining strategies for establishing and maintaining client relationships, a letter to a client identifying how the client relationship will be managed, a checklist for procedures, a timeline diagram, a flow chart, or any combination of these

Applicant should be able to demonstrate

Knowledge
- principles of client service
- models of client behaviour
- organisational policies and procedures
- EEO principles
- cross cultural awareness
- industrial democracy

Skills
- interpersonal skills*
- perception
- managing stress
- analysing situations
- planning
- predicting client behaviour
- problem solving
- decision making
- goal setting
- writing skills

(*interpersonal skills include listening, speaking, questioning, assertiveness, appropriate verbal and nonverbal communication)

Attributes
- respect for others
- acceptance of responsibility
- tact and diplomacy
- tolerance
- trust
- time awareness
- self awareness
- initiative
- commitment to nondiscriminatory language

This module addresses the client relations skills in Units 22, 28, 29 and 30

Module Name: *MANAGING SELF*

Module Code: NGMS209
Type: DIPLOMA

Learning Outcome 1 Identify one's current competencies and areas for development against agreed criteria
Learning Outcome 2 Identify strategies and engage in actions to extend and enhance personal competence

Relevant competencies

Competency Number: 23   ASF Level: 4

Competencies Description: Contribute to effective working relationships

Key Element 1 Contribute to effective working groups and processes
Key Element 2 Conduct meetings
Key Element 3 Facilitate group discussions
Key Element 4 Maintain and improve work communication
Key Element 5 Negotiate with others
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 44   ASF Level: 5

Competencies Description: Manage own work, development and learning

Key Element 1 Develop and maintain relevant knowledge base/framework in a changing environment
Key Element 2 Manage own work
Key Element 3 Address areas for development and learning
Key Element 4 Contribute to change and development
On-the-job √ **Combination** √

Competency Number: 24   ASF Level: 4

Competencies Description: Maintain own work, work performance and learning

Key Element 1 Organise own work
Key Element 2 Maintain acceptable standard of work
Key Element 3 Address areas for development and learning
Key Element 4 Contribute to workplace change and development
On-the-job √ **Combination** √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of a personal development plan, personal project undertaken to identify personal competencies, self development needs, a personal activity plan which includes strategies, assessment of outcomes and evaluation of progress
- Curriculum vitae

Applicant should be able to demonstrate

Knowledge (sufficient to support learning outcomes)

- self analysis/evaluation criteria
- personal planning methods
- risk taking
- self perception/management concepts (eg self fulfilling prophecy, transactional analysis, Johari Window, time management, delegation, assertiveness, stress management, personal concept reality testing)

- competency assessment
- self evaluation/analysis methods
- perception theory and concepts

Skills
- self analysis
- personal planning and goal setting
- time management
- stress management
- assertive
- evaluating
- self perception
- reality testing
- delegation
- interpersonal relations analysis
- holistic thinking
- interpreting

Attributes
- sensitive to environment and others
- good team member
- self confident & risk taker
- reflective
- empathetic
- perceptive
- good communicator
- open minded
- honestly self critical
- trusting & trustworthy

This module addresses the interpersonal development components of Units 23, 24 and 44.

Module Name: *OCCUPATIONAL HEALTH & SAFETY MANAGEMENT IN THE LIBRARY INDUSTRY*

Module Code: ABD569
Type: DIPLOMA

Learning Outcome 1 Identify and describe incentives to improve Occupational Health & Safety (OH&S) performance in the workplace
Learning Outcome 2 Outline the development of hazard management strategies for your workplace
Learning Outcome 3 Describe elements of an effective OH&S management system
Learning Outcome 4 Develop a plan for the implementation of an OH&S management system for your workplace
Learning Outcome 5 Examine program evaluation as part of the overall organisational strategy

Relevant competencies
Competency Number: 22   ASF Level: 4

Competencies Description: Maintain service area environment, resources and equipment

Key Element 1 Maintain service area requirements
Key Element 2 Maintain physical requirements of service area
Key Element 3 Maintain facilities for storage and display
Key Element 4 Implement and monitor maintenance of equipment operation and functions
Key Element 5 Maintain requirements for acceptable behaviour in the library
Key Element 6 Implement and monitor security processes
On-the-job √ **Combination** √

Competency Number: 25   ASF Level: 4

Competencies Description: Organise and coordinate work activities

Key Element 1 Implement policies and procedures
Key Element 2 Organise and coordinate resources
Key Element 3 Contribute to the review, acquisition and use of equipment, fittings and furniture
Key Element 4 Establish and maintain interaction with others
Key Element 5 Contribute to workplace change and development
On-the-job √ **Combination** √

Competency Number: 26   ASF Level: 4

Competencies Description: Organise and coordinate the work of others

Key Element 1 Provide information, advice and support to other staff
Key Element 2 Contribute to the monitoring and maintenance of effective work performance
Key Element 3 Contribute to the identification and development of staff potential
Key Element 4 Contribute to implementation and monitoring of relevant legislative and work requirements
Key Element 5 Contribute to staff recruitment and selection
Key Element 6 Compile and maintain staff records
On-the-job √ **Combination** √

Competency Number: 44   ASF Level: 5

Competencies Description: Manage own work, development and learning

Key Element 1 Develop and maintain relevant knowledge base/framework in a changing environment
Key Element 2 Manage own work
Key Element 3 Address areas for development and learning

Key Element 4 Contribute to change and development
On-the-job √ **Combination** √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of the following documents developed by applicant:
    reports written on safety audits conducted
    hazard identification procedures
    OH&S training programs
    OH&S management plans

Applicant should be able to demonstrate

Knowledge

- OH&S legislation, regulations, codes, standards
- rehabilitation and compensation relevant to workplace, insurance implications
- hierarchy of hazard control
- workplace incident/injury/illness policies and procedures
- risk management goals/needs
- OH&S management systems
- environment management

Skills

- supervising the conduct of safety audits
- assessing organisational needs for OH&S management
- developing hazard identification procedures
- identifying and assessing training needs to reduce accidents/incidents
- analysing results of workplace survey
- developing and using instruments for audit and evaluation of a workplace health and safety management system

Attributes

- observant
- analytical
- welfare oriented
- honest
- assertive
- open minded

Module Name: *MANAGING OPERATIONS - CHANGE*

Module Code: NGMS105
Type: DIPLOMA
Learning Outcome 1 Identify the impact of change and obstacles to change, and evaluate and recommend appropriate processes for change

Relevant competencies
Competency Number: 24   ASF Level: 4
Competencies Description: Maintain own work, work performance and learning

Key Element 1 Organise own work
Key Element 2 Maintain acceptable standard of work
Key Element 3 Address areas for development and learning
Key Element 4 Contribute to workplace change and development
On-the-job √ **Combination** √

Competency Number: 44   ASF Level: 5
Competencies Description: Manage own work, development and learning

Key Element 1 Develop and maintain relevant knowledge base/framework in a changing environment
Key Element 2 Manage own work
Key Element 3 Address areas for development and learning
Key Element 4 Contribute to change and development
On-the-job √ **Combination** √

Competency Number: 43   ASF Level: 5
Competencies Description: Lead a team

Key Element 1 Contribute to the development of team objectives and priorities
Key Element 2 Develop and maintain team approach
Key Element 3 Contribute to the development and maintenance of cooperative and effective team working processes
Key Element 4 Contribute to the development and application of team and other work competencies
Key Element 5 Contribute to achievement of legislative and work requirements
Key Element 6 Contribute to staff recruitment and selection
On-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples from workplace identifying change, its impact on staff, clients, workgroup cultures, relationships
- Examples of effective change processes including an analysis of reasons

Applicant should be able to demonstrate

Knowledge
- organisational structure and workgroups cultures and values
- organisational change methods & processes
- formal and informal networks
- evaluation criteria and processes
- impact of change on clients
- quality concepts

Skills

- observation and reporting
- action research
- interpersonal communication
- empathy
- conflict management

Attributes

- observant
- analytical
- creative and innovative
- task oriented
- people oriented
- persuasive
- assertive
- resourceful

This module addresses the change elements in Units 24, 43 and 44.

Module Name: *INDUSTRY PLACEMENT 2*

Module Code: LIS032
Type: DIPLOMA

Learning Outcome 1 Develop a project plan in consultation with supervisor
Learning Outcome 2 Refine the project parameters as a result of detailed research
Learning Outcome 3 Execute the project plan and analyse the outcomes
Learning Outcome 4 Communicate the project outcomes to a nominated audience

Relevant competencies

Competency Number: 24   ASF Level: 4

Competencies Description: Maintain own work, work performance and learning

Key Element 1 Organise own work
Key Element 2 Maintain acceptable standard of work
Key Element 3 Address areas for development and learning
Key Element 4 Contribute to workplace change and development
On-the-job √ **Combination** √

Competency Number: 38   ASF Level: 5

Competencies Description: Improve accessibility of information

Key Element 1 Respond to requests for assistance for a recognised access problem
Key Element 2 Increase awareness of services and sources of networked information for clients
Key Element 3 Contribute to development of policy and processes to improve accessibility of information
Key Element 4 Make effective use of means to access networked information
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 44   ASF Level: 5

Competencies Description: Manage own work, development and learning

Key Element 1 Develop and maintain relevant knowledge base/framework in a changing environment
Key Element 2 Manage own work
Key Element 3 Address areas for development and learning
Key Element 4 Contribute to change and development
On-the-job √ **Combination** √

Competency Number: 39   ASF Level: 5

Competencies Description: Initiate and carry out projects

Key Element 1 Propose project
Key Element 2 Identify the methodology to achieve project goals and objectives
Key Element 3 Determine the resources and time scale required for the project
Key Element 4 Undertake project activities
Key Element 5 Evaluate project
Off-the-job √ **On-the-job** √ **Combination** √

Evidence

- Supporting statement from section manager or equivalent
- Position descriptions
- Documentary evidence relating to a project carried out in a information based work situation (design, execution and documentation) where the applicant is responsible for all the above aspects

Applicant should be able to demonstrate

Knowledge
- research strategies
- project management
- detailed knowledge of library and information agency policies and procedures, services, facilities and clients
- presentation processes

Skills
- developing a project submission, noting resources, timelines and outcomes
- undertaking an agreed project and completing it to budget and within time frame
- presenting results to specified audience

Attributes
- time management
- outcomes oriented
- information oriented
- initiative
- acceptance of responsibility

Module Name: *RESEARCH PROJECT*

Module Code: LIS033
Type: DIPLOMA

Learning Outcome 1 Develop an overall plan for the research project in consultation with client and supervisor
Learning Outcome 2 Research information to support a client's information needs
Learning Outcome 3 Assemble and provide information to satisfy client's needs

Relevant competencies
Competency Number: 27   ASF Level: 4

Competencies Description: Provide research assistance

Key Element 1 Confirm research objectives and required outcomes
Key Element 2 Collect and analyse information
Key Element 3 Present findings
Off-the-job √ On-the-job √ Combination √

Competency Number: 28   ASF Level: 5

Competencies Description: Provide clients with access to required information

Key Element 1 Determine client information requirements
Key Element 2 Determine assistance and search strategy
Key Element 3 Use information sources to meet client requirements
Key Element 4 Assist client to access required information
Key Element 5 Package information
Off-the-job √ On-the-job √ Combination √

Competency Number: 38   ASF Level: 5

Competencies Description: Improve accessibility of information

Key Element 1 Respond to requests for assistance for a recognised access problem
Key Element 2 Increase awareness of services and sources of networked information for clients
Key Element 3 Contribute to development of policy and processes to improve accessibility of information
Key Element 4 Make effective use of means to access networked information
Off-the-job √ On-the-job √ Combination √

Competency Number: 39   ASF Level: 5

Competencies Description: Initiate and carry out projects

Key Element 1 Propose project
Key Element 2 Identify the methodology to achieve project goals and objectives
Key Element 3 Determine the resources and time scale required for the project
Key Element 4 Undertake project activities
Key Element 5 Evaluate project
Off-the-job √ On-the-job √ Combination √

Competency Number: 45   ASF Level: 5

Competencies Description: Collect, analyse and evaluate information for research

Key Element 1 Identify sources and availability of information
Key Element 2 Collect information to achieve research objectives
Key Element 3 Analyse and evaluate research information
Key Element 4 Report the results of the research
Off-the-job √ On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position description
- Documentary evidence relating to a client-based project carried out in an information based work situation where the applicant worked closely with a client under supervision to determine the nature of the required research, undertook the collection of information and provided it in a format suitable for the client to use

Applicant should be able to demonstrate

Knowledge
- research strategies
- project management
- detailed knowledge of library and information agency policies and procedures, services, facilities and clients
- presentation processes

Skills
- determine a suitable methodology for a research project that has been defined with client and supervisor
- undertaking an agreed project and completing it to client's satisfaction
- presenting results of research

Attributes
- time management
- outcomes oriented
- information oriented
- initiative
- acceptance of responsibility

This module addresses Units 27 and 39 specifically, parts of 28, 38, and 45, and to a lesser degree, parts of 35 and 38.

Module Name: *SPECIALIST INFORMATION RESOURCE DEVELOPMENT AND ACCESS*

Module Code: LIS034
Type: DIPLOMA

Learning Outcome 1 Investigate and evaluate selected specialised collections against library policies in relation to their development, organisation, control and ease of access
Learning Outcome 2 Investigate and evaluate options for improved collection development and control of a specialised library collection
Learning Outcome 3 Evaluate client access to, and use of, specialised collections

Relevant competencies
Competency Number: 28   ASF Level: 5

Competencies Description: Provide clients with access to required information

Key Element 1 Determine client information requirements
Key Element 2 Determine assistance and search strategy
Key Element 3 Use information sources to meet client requirements
Key Element 4 Assist client to access required information
Key Element 5 Package information
Off-the-job √ **On-the-job** √ **Combination** √

Competency Number: 35   ASF Level: 5

Competencies Description: Organise information for client access

Key Element 1 Anticipate need and organise required information
Key Element 2 Develop and maintain simple databases
Key Element 3 Contribute to the maintenance and improvement of databases
Key Element 4 Contribute to the review of new systems to organise and access information
Off-the-job √ **Combination** √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Documentary evidence from information workplaces in relation to contributions to the development, control and provision of access to special collections (eg government publications, patents and trade marks, legal documents, standards, industrial publications, local history collections, pictorial collections, maps, ephemera, vocational material, specialised Aboriginal and Torres Strait Islander collections, ethnic collections, music, genealogy)

Applicant should be able to demonstrate

Knowledge
- specialised collections of information (types, nature, formats)
- policies and procedures appropriate to specialised collections (development, control, preservation/disposal, access and use)
- specialist client needs
- research strategies
- evaluation procedures

Skills
- researching specialised needs of clients
- monitoring client use of special collections
- recommending and establishing procedures for improving client access to special collections
- assessing special collections against criteria emanating from library policies

Attributes

- providing quality outcomes
- commitment to client service
- initiative
- confidence
- objectivity

Module Name: *PROMOTING AN INFORMATION AGENCY*

Module Code: LIS035
Type: DIPLOMA

Learning Outcome 1 Examine the scope and importance of promotion for a selected agency
Learning Outcome 2 Relate the principles of information agency promotion and marketing to selected information agencies
Learning Outcome 3 Organise, coordinate and evaluate the production of promotion displays and materials for a selected information agency

Relevant competencies
Competency Number: 18   ASF Level: 4

Competencies Description: Provide promotion and programs and activities for clients

Key Element 1 Identify the need for and feasibility of programs/activities
Key Element 2 Plan programs/activities
Key Element 3 Organise resources necessary to carry out the planned programs/activities
Key Element 4 Conduct programs/activities
Key Element 5 Evaluate programs/activities
Key Element 6 Complete administration, documentation and reporting
Off-the-job √ Combination √

Competency Number: 31   ASF Level: 5

Competencies Description: Promote the library and library services

Key Element 1 Develop public/client community networks
Key Element 2 Represent the library to the client community
Key Element 3 Organise special promotions
Key Element 4 Organise and coordinate the production of promotion displays and materials
On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Portfolio comprising, eg promotional plans for specified nonprofit agency, promotional materials developed for a particular program (media releases, brochures/flyers/leaflets/videos, programs), evaluations conducted for special promotional campaigns including newspaper clippings, press reviews
- Examples of advocacy undertaken by the applicant

Applicant should be able to demonstrate

Knowledge
- role of promotion within libraries' and information agencies' policies
- promotion and marketing strategies in nonprofit agencies
- market research principles
- promotional and marketing plans and activities
- advocacy in an information environment

Skills
- undertaking market research
- assessing current levels and success of promotional strategies
- implementing a specified advocacy role
- organising, implementing and evaluating promotional activities for selected information agencies

Attributes

- client and community oriented
- initiative
- attention to detail
- commitment to outcomes
- commitment to OH&S principles

Module Name: *PRESERVATION OF MATERIALS*

Module Code: LIS036
Type: DIPLOMA

Learning Outcome 1 Identify preventive measures that can be taken to avoid or alleviate damage to library materials caused by environmental factors
Learning Outcome 2 Identify problems associated with storage, housing and use of library materials and undertake remedial action
Learning Outcome 3 Assist in the implementation of a disaster management/recovery program

Relevant competencies
Competency Number: 22   ASF Level: 4

Competencies Description: Maintain service area environment, resources and equipment

Key Element 1 Maintain service area requirements
Key Element 2 Maintain physical requirements of service area
Key Element 3 Maintain facilities for storage and display
Key Element 4 Implement and monitor maintenance of equipment operation and functions
Key Element 5 Maintain requirements for acceptable behaviour in the library
Key Element 6 Implement and monitor security processes
On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Certificates from training programs in conservation and preservation
- Workplace documentation relating to conservation and preservation activities, eg surveys of collections (or parts of collections) to assess damage, hazards, development of procedures to minimise or avoid damage to materials, disaster management and recovery plans that applicant has contributed to, or worked with

Applicant should be able to demonstrate

Knowledge
- components and nature of library materials, especially paper based items
- environmental factors influencing deterioration
- destructive agents
- preservation and conservation principles
- disaster management plans and disaster recovery strategies

Skills
- assessing the current state of, and potential hazards impacting on a collection of informational materials
- establishing and monitoring preservation and conservation processes
- assisting in the development of disaster management and recovery plans
- monitoring new developments in preservation and conservation

Attributes
- attention to detail
- commitment to maintenance of national heritage
- observant
- commitment to OH&S principles

This is a specialist module which covers part of Unit 22.

Module Name: *INDEXING AND ABSTRACTING*

Module Code: LIS037
Type: DIPLOMA

Learning Outcome 1 Explain indexing and abstracting purposes and techniques
Learning Outcome 2 Prepare indexes to selected library materials
Learning Outcome 3 Prepare abstracts from a range of library materials

Relevant competencies
Competency Number: 37 ASF Level: 5
Competencies Description: Analyse and describe material

Key Element 1 Identify requirements for descriptions of material
Key Element 2 Analyse material
Key Element 3 Describe material and format description
Key Element 4 Monitor and review analysis and description practices and procedures
Off-the-job √ On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Examples of indexing and abstracting records developed by the applicant to meet specified indexing policies and procedures, eg contributions to indexing databases (external or in-house), enhanced indexing.

Applicant should be able to demonstrate

Knowledge
- subject access principles
- abstracting and indexing principles and methods
- indexing and abstracting policies and procedures

Skills
- indexing materials for specified database
- abstracting materials for specified database
- evaluating the quality of indexing and abstracting records
- selecting indexing and abstracting methods to suit the need of a small collection

Attributes
- working independently
- time awareness
- quality oriented
- attention to detail
- client oriented

This module directly addresses Unit 37.

Module Name: *USER NEEDS ANALYSIS*

Module Code: ITB415
Type: DIPLOMA

Learning Outcome 1 Describe the role of the user and the user request in developing an information system
Learning Outcome 2 Document the user's information processing requirements
Learning Outcome 3 Document potential solutions to satisfy the user's requirements
Learning Outcome 4 Conduct a user needs analysis and document the findings and its accompanying recommendations

Relevant competencies
Competency Number: 42   ASF Level: 5

Competencies Description: Contribute to planning and acquisition of computer systems

Key Element 1 Determine functional requirements of the system
Key Element 2 Determine other requirements and implications of the system
Key Element 3 Assess the ability of relevant existing computer systems to meet needs
Key Element 4 Recommend action
On-the-job √ Combination √

Evidence
- Supporting statement from section manager or equivalent
- Position descriptions
- Written documentation relating to a user needs analysis carried out for an information agency, including recommendations and user acceptance

Applicant should be able to demonstrate

Knowledge
- system design and analysis principles
- user analysis principles
- user groups in libraries and information agencies
- information systems
- commonly used computer systems and networks in libraries and information agencies

Skills
- investigating the ways in which users interact with information systems
- identifying information required from users and the organisation, including constraints, business objectives
- describing in writing the user's needs and goals
- describing options and constructing solutions (which may or may not be automated)
- developing recommendations based on analysis and research

Attributes
- interpersonal communication
- objectivity
- analysis
- open approach
- accountability

This module directly addresses Unit 42.