

Qualification Guide

nocn

National Open
College Network

NOCN Level 2 Award in Library and Information Skills

National accreditation no. 100/4812/1
NOCN qualification no. CZ2IAQ0002



National Open College Network

The National Open College Network (NOCN) is a major awarding body providing a national framework of credit units and national qualifications. NOCN offers a complementary range of national and local services including curriculum development to support local, regional and national demand.

NOCN works with providers, employers, sector bodies and others to develop flexible and responsive credit based awards and qualifications that widen access to lifelong learning and address exclusion, participation and achievement.

The NOCN Credit and Qualification Framework provides opportunities for learners to achieve unit credits and use these to provide a route to full qualifications and further learning. Quality assurance, supported at the point of delivery, underpins all NOCN credit achievement and qualifications.

The NOCN Level 2 Award in Library and Information Skills is designed to fit within NOCN's flexible framework. The qualification provides easily accessible learning in the area of Library and Information Services. It provides the underpinning knowledge and skills for learners who work within or are familiar with Library and Information Units.

NOCN, through its Open College Networks (OCNs), has over 3,000 Centres across the UK. NOCN approves Centres that can demonstrate the ability to meet national requirements for course delivery and quality assurance to support credit awards and qualifications.

NOCN has wide-ranging experience in centre and programme approval and supports centres locally to ensure all awards are valid and valued.

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1. About the qualification

The NOCN Level 2 Award in Library and Information Skills will widen participation by offering diverse and flexible learning opportunities through which people can develop basic skills, knowledge and understanding to broaden progression opportunities.

The NOCN Level 2 Award in Library and Information Skills is a compact, easily accessible and achievable qualification and will enable learners to underpin the broader Level Two National Vocational Qualification (NVQ) at this level. It is aimed at those learners who wish to gain a nationally recognised qualification within the Library and Information Services who may not feel ready to begin those qualifications. It is a competence-based qualification requiring work experience in an LIS setting.

The qualification has been developed with the Offenders Learning and Skills Unit and representatives of the Prison Libraries Group. The Chartered Institute for Library and Information Professionals (CILIP) who have endorsed the qualification.

The qualification aims to enable learners to understand the different types of library and information services within the UK and the organisation of a Library and Information Unit including elements of information management, the role of technology in the provision of the services, maintenance of data, understanding the differing needs of various user groups and appreciate aspects of health and safety and legislation relevant to library and information services.

Guided Learning Hours

The recommended guided learning hours for one unit credit is 10. The total recommended guided learning hours is 90. This is notional learning time based on the credit values assigned to the units, and the number of unit credits required to achieve the qualification. Some learners will be able to achieve these units in a shorter time, other learners; particularly those with literacy requirements will take much longer.

Key Skills

Each unit within the qualification has been mapped to identify where opportunities exist for learners to achieve key skills. In designing activities for unit assessment you will be able to use the mapping to identify which key skills could be addressed through evidence generated by learners. The degree of opportunity in any one unit will depend on centre-specific factors including learning context, teaching and learning strategies and resources.

How the Qualification Relates to Wider Education and Training Issues

The qualification will contribute to an understanding of the ethical, social and cultural issues within the sector. The units of the qualification address some of the environmental issues for Library and Information Services and health and safety considerations. Learners will gain an understanding of the relevant legal issues.

Unit Title	Social, Cultural & Ethical issues	Health & Safety	Equal Opportunities	Environmental Issues	European Awareness/ Legislation
Understanding Library and information Skills		✓			
Understanding Library Services		✓		✓	✓
Understanding Library Support Services	✓		✓		✓

Relationship with national occupational standards

The units have been mapped to the Information Services National Training Organisation (ISNTO) Occupational Standards at Level 2.

Language Requirements

If you have a requirement for this qualification in Welsh, please contact NOCN who will review demand and provide as appropriate. At present this qualification is not offered through the medium of Irish. This will be reviewed if there is evidence of demand.

2. Who is the qualification for?

The NOCN Level 2 Award in Library and Information Skills is aimed at learners already working within a library setting and people working within a Library and Information Services unit within prisons.

The minimum age for access to the qualification is 16+.

16+ will enable learners in Young Offenders’ Prisons to access the qualifications. As a compact, competence-based Award the wider availability will enable a wide range of learners to access a national qualification.

Restrictions on Learner Entry

NOCN qualifications are designed to be open access without the need for prior knowledge or attainment in the specific area.

However, it is envisaged that most learners will already be working within a Library setting.

Recommended Prior Learning

There are no specific requirements for entry to the NOCN Level 2 Award in Library and Information Skills.

Learners will need to be able to:

Level	Intellectual Skills and Attributes	Processes	Accountability
Level Two	<ul style="list-style-type: none"> • Apply knowledge with underpinning comprehension in a number of areas • Make comparisons • Interpret available information • Demonstrate a range of skills. 	<ul style="list-style-type: none"> • Chose from a range of procedures performed in a number of contexts, some of which may be non-routine • Co-ordinate with others. 	<ul style="list-style-type: none"> • Undertake directed activity with a degree of autonomy • Achieve outcomes within time constraints • Accept increased responsibility for quantity and quality of output subject to external quality checking.

Progression Opportunities

The NOCN Level 2 Award in Library and Information Skills enables progression to further learning opportunities at Levels Two and Three including:

- Level 2 NVQ in Information and Library Services
- Level 3 NVQ in Information and Library Services
- AS/A Levels.

It is envisaged that many of the learners who achieve the qualification will already be working within or have experience of a Library and Information Unit setting and will therefore enable them to progress in their career in this area. The qualification will also enable progression into employment in this sector to positions such as Library Assistants.

Learners with Particular Requirements

Assessment within the NOCN Level 2 Award in Library and Information Skills is designed to be accessible and inclusive. The criterion referenced approach to unit/qualification assessment allows flexibility through an assessment methodology, which is deemed appropriate and rigorous for individuals or groups of learners.

If you have learners with particular requirements you should use the guidance in the NOCN Centre Handbook in applying for reasonable adjustments.

3. Achieving the qualification

To achieve the qualification the learner must successfully complete:

- All three Mandatory units of three unit credits each (total of nine unit credits)

There are no optional units.

The qualification requires achievement of the specified units with no further requirement for additional/summative assessment. Achievement is therefore determined by successful completion of unit assessment.

The methodology for assessment is therefore:

- Internally set - against the requirements detailed in the units (Centre)
- Internally assessed (Centre)
- Internally moderated (Centre)
- Externally moderated (NOCN).

4. The qualification units

Please click on the hyperlinks below to access the units from the NOCN website.

NOCN Unit Code	QCA Accredited Number	Unit Title	Mandatory or Optional	10 hour Credit Value	Level	OPUS ID
CZ22QQ002	T/102/8999	Understanding Library and Information Skills	Mandatory	3	Two	BRX421
CZ52QQ003	Y/102/9000	Understanding Library Services	Mandatory	3	Two	BRX426
CZ52QQ004	D/102/9001	Understanding Library Support Services	Mandatory	3	Two	BRX429

The assessment activities for the units are indicated in the assessment grid table on the individual units.

An explanation of the kind of activity, assessment and evidence expected at the appropriate level is given below.

Oral Question and Answer

Specific, open or closed questions for immediate response. Can range from quite formal questions, for example, an oral test, to a quick, fun way of finding out where learners are up to, for example, a quiz. Allows response and questioning from learners and immediate feedback from tutor.

	Activity	Assessment	Evidence
Level Two	Open and closed questions should be included, covering a number of topics. Learners should be encouraged to expand on their answers	Assessment by tutor, with a degree of self-assessment.	Evidence could be: tutor records, learner log or audio/video record.

Written Question and Answer/Test/Exam

Specific, open and closed questions for immediate response. Can range from formal exams and tests, to a quick, fun way of finding out where learners are up to, for example, a quiz. Allows response and questioning from learners and feedback from tutor.

	Activity	Assessment	Evidence
Level Two	Open and closed questions should be included, covering a number of areas. Learners should be encouraged to make use of/interpret knowledge rather than just testing recall. May be time limited.	Assessment by tutor or external marker (for exams/tests).	Evidence could be: written responses.

Project

A specific task involving private study and research for individuals or groups. Normally involves selection of a topic, planning, finding information and presenting results orally or in writing.

	Activity	Assessment	Evidence
Level Two	Task should be selected with tutor guidance to allow the demonstration of knowledge and understanding in a range of areas and contexts, and the interpretation of information. The project should be completed within an agreed timescale.	Assessment through tutor/learner discussion during and at the end of the process, and through self-assessment.	Evidence could be: tutor record, learner notes, plans, reports, learner log or audio/video/photographic record.

5. How the Qualification will be assessed?

The qualification is awarded to learners who successfully achieve the required units and as per the qualification specification indicated in Section 3. Achieving the qualification.

Unit Assessment

Achievement of units is through internally set, internally assessed and externally moderated assessment activity. Centres devise assessment tasks to meet the specification for assessment detailed for each unit. The activity must meet the standards detailed in the assessment grid provided on each unit. If an assessment method is prescribed, it must be used to assess the unit.

Centre devised assessments will be scrutinised by the external moderator against the unit specification and NOCN Assessment Definitions grid to ensure reliability and validity of assessment. Centres will be required to provide samples for local and national standardisation activity.

Marking Tasks

Each task must be assessed against the identified assessment criteria in the unit and judged to be either achieved or not achieved. Where a series of tasks is set, learners must demonstrate the achievement of the required standard identified in the assessment criteria in all tasks in order to achieve the unit credit. Units are either achieved or not achieved.

Recording Achievement

To record a learner's performance in each unit you may use the forms provided in [Section 10](#) of the NOCN Centre Handbook. The form/s should record the learner's performance against the unit assessment criteria evidenced by the task.

Assessment Summary

To achieve the qualification the learner must achieve all the assessment components for the units. No compensation across units is allowed.

6. Offering the qualification

Centres wishing to offer the qualification or units of the qualification should in the first instance contact their local OCN office for information and support. A list of all OCN offices and contacts can be found on the NOCN website www.nocn.org.uk.

Your OCN will advise you on the best and most efficient methods for offering this qualification to learners. All procedures for the use of this qualification or units of this qualification, including approval, registration of learners, moderation, externally set assessment and certification will be completed through your local OCN who will have an identified officer to support your centre. If you have any queries or difficulties at any time you should contact your local OCN office.

Approval to Offer NOCN Qualifications or Units of NOCN Qualifications

If you are a new Centre and wish to offer this qualification to learners there are three easy steps to follow:

- | | |
|---------|--|
| Step 1. | Contact your local OCN office for information and support. |
| Step 2. | Complete the NOCN Centre Approval Process. |
| Step 3. | Follow the guidance in the NOCN Centre Handbook to notify the OCN when you are ready to deliver the qualification. |

Support for Centres

1. Your local OCN will provide ongoing support and advice on the use of NOCN credit and qualifications including the requirements for assessment.
2. Approval should always take place through the normal OCN processes and will be explicitly recorded.
3. All Centres approved to offer NOCN credit and qualifications will be allocated a unique NOCN Centre Number.
4. Each Centre should identify a Centre Officer who will be responsible for NOCN credit and qualifications within the Centre.
5. The Centre Officer must ensure all procedures detailed in the NOCN Centre Handbook operate effectively in the Centre.
6. The Centre Officer is the person responsible for confirming and ensuring that the Centre meets all the NOCN requirements for Centre Approval.
7. The Centre Officer is responsible for ensuring all relevant NOCN documentation is distributed as required within the Centre and that the security requirements for External Assessment are adhered to.

Full details of all NOCN requirements are provided in the NOCN Centre Handbook.

7. How is the qualification quality assured

General Information

All providers wishing to deliver the qualification, or units of the qualification, will need to demonstrate the ability to manage and deliver the units and/or the qualification, including adherence to quality assurance and assessment regulations.

Your local OCN will provide guidance and give support in enabling you to deliver the qualification.

The NOCN standard quality assurance arrangements and requirements include:

- Internal assessment of all assessment tasks and activities.
- Internal moderation.
- External moderation.
- Standardisation.

Details and guidance are provided in the NOCN Centre Handbook.

Recommendation for the Award of Credit

See NOCN Centre Handbook.

Standardisation

NOCN will undertake a process of standardisation annually. Units from the qualification will be selected for standardisation and OCNs will collect assessment materials from Centres each year. OCNs will notify Centres on an annual basis of the required sample and materials for standardisation purposes. **Each Centre offering the specified units is required as part of the Centre Approval Process to contribute assessment materials for standardisation.** Feedback on standardisation will be available to Centres annually through their OCN. National standardisation will establish:

- Statements on the standards for each unit
- Recommendations, advice and guidance for use of the qualification and assessment of units.

**NOCN Level 2 Award in
Library and Information Skills**

Accreditation start date: 01/01/2005

Accreditation end date: 31/12/2007

Certification end date: 31/12/2009

Cost of the qualification: £27 per learner

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UNIT TITLE: Understanding Library and Information Skills

LEVEL: Two
CREDIT VALUE: 3
NOCN UNIT CODE: CZ22QQ002
ACCREDITED UNIT NO: T/102/8999

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the different types of library and information services within the United Kingdom.	1.1. Describe the different types of library and information services available within the United Kingdom. 1.2. Describe the purpose of academic, public, special and national libraries in the United Kingdom.
2. Understand the organisation of a library and information unit.	2.1. Describe the activities of a library. 2.2. Describe the key functional areas of a library and information unit.
3. Understand the main elements of information management. (IL2/2.2) ¹	3.1. Identify the basic principles of information management. 3.2. Describe and use classification, cataloguing and indexing procedures. 3.3. Identify the principles of a collection management policy.
4. Know of a range of information sources. (IL2/2.2)	4.1. Identify information sources relevant to a specified research topic.

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¹ ISNTO – Library and Information Services Level 2 NOS

UNIT TITLE: Understanding Library and Information Skills

LEVEL: Two
CREDIT VALUE: 3
NOCN UNIT CODE: CZ22QQ002
ACCREDITED UNIT NO: T/102/8999

ASSESSMENT INFORMATION

Guidance:

This grid gives details of the assessment activities to be used with the unit attached. Please refer to the NOCN Centre Handbook for definitions of each activity and the expectations for assessment practice and evidence for moderation.

The assessment activities for this unit are indicated in the table below:

Key: P = Prescribed – this assessment method *must* be used to assess the unit.

O = Optional – this assessment method *could* be used to assess the unit.

Case study		Project	P
Written question & answer/test/exam		Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log / diary		Practice file	

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	
Information Technology		Problem solving	
Application of Number		Improving Own Learning and Performance	

UNIT TITLE: Understanding Library Services

LEVEL: Two
CREDIT VALUE: 3
NOCN UNIT CODE: CZ52QQ003
ACCREDITED UNIT NO: Y/102/9000

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the role of technology in the provision of library and information services. (IL2/6) ¹	1.1. Describe the role of technology in a library and information environment.
2. Understand how to maintain data in a library system. (IL2/5.3, IL2/5.4)	2.1. Input, locate and retrieve data. 2.2. Describe the purpose of maintaining data.
3. Understand the loan procedures. (IL2/5.2, IL2/5.5)	3.1. Use the procedure for reserving and loaning material. 3.2. Describe the procedure for overdue material. 3.3. Use the procedure for the return of material.
4. Appreciate the health and safety issues within a library and information unit. (IL2/11.2, IL2/10.1)	4.1. Describe the health and safety issues. 4.2. Describe how monitoring takes place.
5. Understand the need to maintain resources. (IL2/1.2, IL2/9.2)	5.1. Describe different types of damage to library resources. 5.2. Identify resources requiring cleaning or repairing. 5.3. Clean and repair a range of resources.

¹ ISNTO – Library and Information Services Level 2 NOS

UNIT TITLE: Understanding Library Services

LEVEL: Two

CREDIT VALUE: 3

NOCN UNIT CODE: CZ52QQ003

ACCREDITED UNIT NO: Y/102/9000

ASSESSMENT INFORMATION

Guidance:

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Essay		Practical demonstration	
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log / diary		Practice file	

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	

UNIT TITLE: Understanding Library Support Services

LEVEL: Two
CREDIT VALUE: 3
NOCN UNIT CODE: CZ52QQ004
ACCREDITED UNIT NO: D/102/9001

This unit has 6 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Understand the needs of different user groups. (IL2/2.1) ¹	1.1. Describe the needs of different user groups.
2. Understand how to deal with enquiries. (IL2/2.3, IL2/3.1 & 3.2, IL2/7.1)	2.1. Describe three different types of enquiries and how they could be addressed.
3. Understand how to do an introduction to the library for a new user. (IL2/4.2)	3.1. Describe and demonstrate how to do an introduction to the library for a new user.
4. Understand how to display information / resources. (IL2/1.1, IL2/7.2, IL2/10.1)	4.1. Describe the key elements to be considered when displaying information/resources. 4.2. Describe reasons for information/resources to be removed from the display.
5. Appreciate the need to maintain the arrangements of material. (IL2/1.1, IL2/1.2, IL2/10.1)	5.1. Re-shelve resources. 5.2. Describe the reasons for maintaining a tidy environment.
6. Know about legislation relevant to library and information services.	6.1. Describe relevant legislation for example Data Protection and Copyright laws.

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¹ ISNTO – Library and Information Services Level 2 NOS

UNIT TITLE: Understanding Library Support Services

LEVEL: Two

CREDIT VALUE: 3

NOCN UNIT CODE: CZ52QQ004

ACCREDITED UNIT NO: D/102/9001

ASSESSMENT INFORMATION

Guidance:

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Reflective log / diary		Practice file	

Signposting Key Skills

This unit offers clear opportunities for learners to provide evidence of achievement in Key Skills achievement in the following skill area/s:

Key Skill		Wider Key Skill	
Communication	✓	Working with others	✓
Information Technology		Problem solving	✓
Application of Number		Improving Own Learning and Performance	