



LMP EDUCATION
TRAINING PROVIDER

Apprenticeship Training

Course:

Library, Information & Archive Services Assistant

What is the role?

Supporting the needs of existing and potential users for access to information in an ethical and fair or appropriate manner.

Knowledge, skills and behaviours

The core skills to be developed include:

- Interpret and implement policy, e.g. communicating clearly the basic copyright restrictions and reasons for not sharing personal data.
- Undertake regulation and compliance checking, e.g. in order to ensure data protection is not breached.
- Solve user problems in a range of situations using their knowledge and interpretation
- Use teamwork and collaboration to achieve goals, e.g. with stakeholders and partners beyond the organisation
- Develop information and digital skills to support users to identify, find, access and evaluate information, to share knowledge and to promote self-help
- Use information provision to enable users to access materials, e.g. through lending books/artefacts, emailing documents, accessing original archives, signposting links to information
- Exercise communication skills - oral, written, presentation, interpersonal, listening, assertiveness (online and face to face).

What are the entry requirements?

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

What can I do after this apprenticeship?

This apprenticeship is designed to prepare successful apprentices to meet the requirements for registration as:

- Certified Member of CILIP (ACLIP), subject to becoming a member
- Foundation Member of the ARA (FMARA), subject to becoming a member

Book your place now!

info@lmpeducation.org or 020 3475 7511



Total Duration: 20 months*

Practical Period: 18 months

EPA Period: 2 months

Apprenticeship Level: 3

Total Cost: £6,000

EPA Organisation: -

End-point assessment (EPA) organisations ensure that all apprentices following the same standard are assessed consistently.

Assessment Method

**Project Report and Presentation with Q&A
Professional Discussion**

*Based on a 52 week contract at a minimum of 30 hours a week.

**Our team is on hand for any queries
you may have about this course:**

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courses visit: lmpeducation.org



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Continued:

Knowledge

- The organisation's place within the wider, national library, archive, knowledge and information management sector and the regulations regarding information use such as copyright, intellectual property, licensing and data protection.
- The nature of information and the value of its various forms, i.e. primary and secondary sources, print and digital (including databases); current, semi-current and archival
- The management of information resources and the importance of organising information, e.g. labelling, storing and the role of catalogues and search tools.
- The methods for storing analogue and digital collections and which media serves the purposes best, e.g. packaging of physical resources, use of online repositories.
- The means of acquiring, maintaining, disposing of and locating documents, according to the organisation's collection management guidelines and legal obligations
- The specific features of archives, media, etc., (as distinct from other forms of collection), their legal and historical value, and archival principles
- The nature of knowledge, intellectual capital and the social networks through which they are shared and exploited
- The use of collaborative tools and activities such as Google Drive and Groups, Sharepoint and Enterprise Social Media
- The role that information professionals and services play in developing knowledge and literacy (reading, writing and numeracy) and general cultural enrichment.
- The capabilities of web-based technologies and content management systems of particular relevance to the sector, e.g. to provide alternatives, to store and search for information]
- Users' needs and information-seeking behaviour and how different information services cater to different types of user and how services might impact users differently, depending on their age, disability, ethnicity, etc.
- Methods for promoting services and collections to users and non-users and how to guide them through their information-seeking / learning journey
- The impact of online environments/spaces and physical spaces on the provision of services
- How to evaluate existing services against benchmarks / standards / customer need

Skills

- Use information management processes to store, manage and retrieve records and data to support collaboration, exploitation and the organisation's Information Management (IM) practices
- Describe and arrange material/resources, by observing and applying identified cataloguing standards in order to create online catalogues and other finding aids to meet users' needs
- Employ information retrieval techniques to identify and use relevant media and systems, e.g. searching online databases, catalogues or physical stores, and EDRMS (electronic document record management systems).
- Perform preservation (analogue/physical and digital) practices to keep collections physically safe using institutional/sector guidelines, and supporting work that provides digital access by creating alternatives that meet a range of user requirements
- Use enquiry techniques to clarify and meet users' information requirements and manage expectations, e.g. by signposting to alternative resources and providing solutions
- Develop knowledge sharing with users, cultivating an environment where knowledge is freely shared and sought within a 'safe' environment, including online solutions
- Use relevant approaches to learning support to contribute to the development of learning activities for different audiences to enhance knowledge and literacy, e.g. reader development
- Select and use appropriate tools and technologies to support users in researching and disseminating information, e.g. databases, search engines, digital libraries, repositories and social media

Behaviours

- Adaptable to change, solutions focused and practise in an ethical and legal manner
- Respect for the integrity of information items and for the intellectual effort of those who created them
- Demonstrate leadership and initiative within the boundaries of specific tasks and work collaboratively with others
- Attentiveness, ensuring resources provided and access are most appropriate to user needs
- Concern for the public good in all professional matters, including respect for diversity within society, and the promoting of equal opportunities and human rights
- Protect the confidentiality of all matters relating to information users
- Informative and supportive, ensuring users are aware of the full scope and remit of the service
- Act as an advocate for the benefits and value of the services delivered and adpot concern for the conservation and preservation of our information heritage in all formats

Contact us:

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**About the training
provider, LMP Education**

Let Me Play, established in 2004, is a group of companies focused on education and social impact, working together to bring about positive and sustainable change.

