

CCSCH54 SQA Unit Code H8Y2 04

Provide specific information on a collection for a cultural heritage organisation



Overview

This is about providing information on items that belong to a permanent collection or temporary display in a cultural heritage organisation.

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Performance criteria

- You must be able to:*
- P1 research the collection's history, or the history of why a number of items came to be either in the collection, or on display
 - P2 identify a selection of facts and stories about the collection or individual items that you are particularly interested in, and which might be of interest to others
 - P3 encourage others to ask questions on specific items; whether it be other individuals working in the organisation, funders or visitors
 - P4 identify the information needs of others, and assist in clarifying their information requirements
 - P5 provide current and relevant information on specific items
 - P6 clarify the relationship of the items to other items in the organisation
 - P7 identify sources of further information that are available
 - P8 provide information in accordance with the organisation's policies
 - P9 maintain the health and safety of people and the security of all items or objects
 - P10 obtain information for others as soon as possible after requests are made
 - P11 check information on specific items to ensure that it is current and relevant
 - P12 pass requests for information that cannot be dealt with to the appropriate people
 - P13 accurately record information obtained from visitors and pass it to the appropriate people
 - P14 return information materials according to agreed time scales

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Knowledge and understanding

You need to know and understand:

- K1 research methodology
- K2 how to access information sources and use library and information systems
- K3 what the organisation's policies are for providing information to visitors, health and safety and security policies
- K4 how to assist visitors with special needs and identify people who might need help
- K5 what type of assistance can be offered to visitors to clarify their requirements
- K6 how to conduct informal tours, provide information, instructions and directions to visitors
- K7 how to produce instructions and guidance materials on the collection
- K8 how to respond to enquiries
- K9 what items are of most interest to visitors, and what type of information is requested from them
- K10 how to ensure that information on specific items is current and relevant
- K11 what items are held by the organisation and the type of relationships items have to each other
- K12 how to seek assistance from colleagues
- K13 how to produce customer feedback reports
- K14 how to keep records of customer requests
- K15 how to record information
- K16 what are the sources of further information on items

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Relevant occupations Arts, Media and Publishing; Managers and Proprietors in Hospitality ; Performing Arts; Crafts, creative arts and design; Media and communication; Publishing and information services; Archaeology and archaeological sciences; Business management; Functional Managers; Quality and Customer Care Managers; Artistic and Literary Occupations; Records; General; Leisure and Travel Service Occupations; Conservation Associate Professionals

Suite Cultural Heritage

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