

CCSCCS70 SQA Unit Code H8Y4 04

Assist with learning for a creative and cultural organisation



Overview

This unit is about assisting with learning activities in a cultural heritage organisation including day to day administration as well helping others in the learning and interpretation teams to prepare market or promote and deliver education and interpretation programmes, exhibitions or events.

Performance criteria

- You must be able to:*
- P1 keep up-to-date about the learning activities within the organisation and the wider sector
 - P2 answer any telephone or written enquiries about learning opportunities, events and exhibitions providing accurate information as required
 - P3 maintain information about individuals who have attended learning activities recording details on a database where necessary
 - P4 assist with any research to inform the planned learning activity, event or exhibition
 - P5 assist with planning the learning activity with your line manager or the programme manager
 - P6 identify other staff who need to be informed of any planned activities and work effectively with others to access objects, items buildings as part of the learning activity
 - P7 identify organisational policies regarding diversity, children, young people and vulnerable adults, health and safety and ensure that you follow organisational procedures in these areas
 - P8 assist with the health and safety and security of people and resources throughout the activity
 - P9 assist with identifying the needs of learning activity participants
 - P10 help to communicate the details of the learning activity to the participants
 - P11 assist with presenting learning activities in an interesting and lively manner
 - P12 encourage participants to ask questions, explore ideas and challenge thinking
 - P13 help to establish and maintain a high quality learning environment
 - P14 assist with the evaluation, collecting feedback from participants

Knowledge and understanding

You need to know and understand:

- K1 the range of different learning activities on offer in the organisation who they are for, and when they are scheduled
- K2 how to research previous events and programmes, and the events and programmes of other similar organisations
- K3 how to communicate clearly in writing or on the phone with your audiences, visitors or customers
- K4 how to collect and record information about those who have attended events or exhibitions
- K5 how to identify visitors, audiences and customers and their needs
- K6 how to brief others on the event or programme
- K7 the arrangements for access to objects and areas of your building
- K8 the security arrangements and care of items used in learning activities
- K9 how to deliver high quality customer care, responding to the needs of your audiences, visitors or customers
- K10 how to present information in an interesting and lively manner
- K11 how to help encourage participation to actively contribute to the activity
- K12 how to help contingency and prepare for unforeseen circumstances
- K13 how to evaluate before, during and after the event or programme

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Developed by	Creative and Cultural Skills
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Originating organisation	Creative and Cultural Skills
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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; Education and training; Direct learning support; Business management; Marketing and sales; Functional Managers; Quality and Customer Care Managers; Artistic and Literary Occupations; Records; General; Leisure and Travel Service Occupations; Conservation Associate Professionals
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Suite	Cultural Heritage
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Key words	Learning, education programmes, interpretation programmes, cultural heritage
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