



**Arrangements for:
HNC Library and Information Science
at SCQF level 7**

Group Award Code: G92H 15

Validation date: (June 2008)

Date of original publication: August 2008

Version: 02 (October 2012)

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

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1 Introduction

This is the Arrangements Document for the revised Group Award in HNC Library and Information Science, which was validated in June 2008. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

The predecessor HNC in Library and Information Science (G5DA 15) proved to be very successful in offering a route for para-professional staff in libraries and information units to gain a qualification which initially led on from other qualifications such as the National Certificate in Library and Information Science. The predecessor HNC also provided opportunities to articulate to professional degree qualifications. The rationale for the predecessor HNC in Library and Information Science recognised the changing role of the para-professional in information services and the need for a higher level qualification, supported by employers and professional bodies.

2 Rationale for the revision of the Group Award

Extensive consultation was carried out at all stages of the review process to ascertain the relevance of the framework and the individual Units. This research confirmed the demand amongst employers and stakeholders for the continuing need for this Group Award. The findings were considered during the subsequent development of the framework, structure and Unit content.

An initial postal survey was sent out to employers, former and current candidates of the predecessor Group Award. This was followed by another more detailed postal/electronically available survey once the new draft framework was available.

Consultation took place with stakeholders as outlined below:

- ◆ Public Library Authority Headquarters
- ◆ Academic Libraries
- ◆ Specialist Libraries
- ◆ Candidates who had recently completed the predecessor Group Award
- ◆ Current candidates on the predecessor Group Award.

The revision process also took account of current continuous professional development routes, in particular:

- ◆ G7WW 16 Diploma in Applications of ICT in Libraries
- ◆ G7WV 18 Advanced Diploma in Applications of ICT in Libraries
- ◆ Both of these Group Awards were formally available to centres from August 2005
- ◆ ACLIP — CILIP's certification scheme for affiliated members, launched in 2004, which recognises the contribution made in library and information work by para-professionals

The following documents were also consulted:

- ◆ CILIP (Chartered Institute of Library and Information Professionals). Body of Professional Knowledge. 2005.
- ◆ QAA (Quality Assurance Agency for Higher Education). Subject benchmark statement: librarianship and information management. Draft for consultation, June 2007.
- ◆ LIMES (Library Information Management Employability Skills) project, 2005–2007.

Summary feedback of consultation

The consultation process confirmed the usefulness of the predecessor Group Award and gave good feedback on the revised Group Award and the relevance to employers. For example, 7 out of the 8 employer respondents indicated that it would definitely influence their choice in a positive way. Employers also indicated that an important advantage would be if an applicant had previous experience of working in a library. However, the predecessor Units and framework were identified as being in need of major revision.

The points raised during the consultation process that were addressed during the development of the Group Award were:

- ◆ the subject content and wording of the predecessor Group Award was updated to reflect current developments within the library and information industry.
- ◆ the individual Units were reviewed and content revised and new Units written, where necessary. Some Units from the predecessor Group Award were not included in the revised Group Award.
- ◆ a consistent approach towards assessment was adopted across all mandatory and optional Units.
- ◆ the development of ‘core’ or ‘transferable’ skills, in particular to meet the needs of employers.
- ◆ the signposting of Core Skills within individual Units.
- ◆ the inclusion of the Workplace Experience Unit as an optional Unit.
- ◆ due consideration of the Scottish Credit and Qualifications Framework (SCQF). All Units included in the framework are at SCQF level 7 or above.

3 Aims of the Group Award

3.1 General aims of the Group Award

- ◆ to effectively develop communication and interpersonal skills with other library/information workers and clients
- ◆ to develop logical, analytical and problem-solving skills within a library or information Unit
- ◆ to ensure that candidates have the standard of knowledge and competence that will enable them to function well in an information provision team
- ◆ to enable candidates to acquire a range of related knowledge and experience thus enhancing skills of versatility and adaptability
- ◆ to develop transferable skills including Core Skills that will allow candidates to function more effectively in the work place
- ◆ to develop organisational skills
- ◆ to develop study and research skills

- ◆ to enhance or develop the use of contemporary methods of electronic communication and information management
- ◆ to enhance employment prospects
- ◆ to facilitate progression within the SCQF

3.2 Specific aims of the Group Award

- ◆ to enter the information industry at a para-professional level or progress within it to senior para-professional level
- ◆ to develop core competencies to enhance a career in library and information related work
- ◆ to develop specific competencies that meet the requirements of a modern and progressive information service
- ◆ to use a wide range of research and reference techniques and procedures
- ◆ to understand the principles that underpin evaluation of information resources and the analytical skills required to achieve this
- ◆ to use a wide range of printed and electronic information resources
- ◆ to understand the major legal and ethical issues impacting on the information profession
- ◆ to understand the range of requirements of different user and staff groups in library and information services and how to meet them

3.3 Target groups

This is a specialised Group Award that has been designed specifically for the library and information sector. It is aimed at candidates who wish to further their career in libraries and/or the information industry by widening their skill range to ensure that they have the standard of knowledge and technical competence that will enable them to function in a progressive information provision team and gain a recognised qualification in the area. The candidate target groups are:

- ◆ individuals who are already working in libraries or information units who have no previous higher level qualifications and want to progress their careers in libraries or the information industry
- ◆ graduates in other subject areas who have found employment in a library or information related field and want to become qualified in this area
- ◆ individuals who are not yet working in the sector and are seeking the opportunity to find work in this area
- ◆ individuals or employees who wish to progress to a degree level qualification in library and information studies

3.4 Employment opportunities

There may be Job Opportunities as library or information assistants in the following:

- ◆ Public libraries
- ◆ Academic libraries (school, college, university)
- ◆ Specialist libraries
- ◆ Information units.

4 Access to Group Award

Access to this HNC will be at the discretion of the centre. Potential candidates may demonstrate suitability for the Group Award by possessing the following:

- ◆ Communication Skills at SCQF level 6 or equivalent
- ◆ ICT skills at SCQF level 5 or equivalent
- ◆ level 5.5 in International English Language Testing System (IELTS) as a minimum or equivalent for candidates who have English as an additional language
- ◆ consideration will be given to awards which have been achieved in different countries. SQA's policy on credit transfer will be used
- ◆ relevant work experience.

The recommended Core Skill entry levels are as follows:

Core Skill	Recommended Entry level
Communication	SCQF level 6
Numeracy	SCQF level 4
Information Technology	SCQF level 5
Problem Solving	SCQF level 5
Working with Others	SCQF level 5

5 Group Award structure

5.1 Framework

The Units reflect and acknowledge the importance of the wide skill range required from library/information assistants at a supervisory level, to ensure that they have an understanding of the importance of professionalism and a good standard of communication skills underpinning knowledge and competencies.

For a candidate to achieve the HNC in Library and Information Science, they must attain all of the mandatory Units (64 SCQF credit points/8 SQA credits), including one Graded Unit at SCQF level 7 (8 SCQF credit points/1 SQA credit), plus 8 SCQF credit points/1 SQA credit from the restricted option group and 24 SCQF credit points/3 SQA credit from the list of optional Units.

Mandatory Units

Candidates must achieve all of the following mandatory Units (64 SCQF credit points/8 SQA credits):

Mandatory Units

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Library and Information Services in the UK: Introduction	F33N 34	8	7	1
Libraries and Information Services: Provision of Services to Users	F33P 34	8	7	1
Cataloguing of Resources in Libraries and Information Services	F33M 34	8	7	1
Collection Development and Management	F1WN 34	8	7	1
Libraries and Information Services: Research and Reference Skills	F1YS 34	8	7	1
Information and the Internet: Introduction	F1V8 34	8	7	1
Project Management: Introduction	F1NH 34	8	7	1
Library and Information Science Graded Unit 1	F4PE 34	8	7	1

Restricted optional Units

Candidates **must** achieve **one** of the following restricted optional Units (8 SCQF credit points/1 SQA credit):

Restricted Optional Units

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Developing Skills for Personal Effectiveness	DF4E 34	8	7	1
Developing Skills for Personal Effectiveness	DF4F 35	8	8	1

Optional Units

Candidates **must** also attain 24 SCQF credit points/3 SQA credits of the following optional Units

Optional Units

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Work Experience	DV0M 34	8	7	1
Information Technology: Applications Software 1	D75X 34	8	7	1
Human Resource Management: Introduction	H1KP 34*	8	7	1
Web Design: Introduction	DV5M 34	8	7	1
IT: Information Systems and Services	D75Y 34	8	7	1
IT in Business — Spreadsheets	DE1M 34	8	7	1
IT in Business — Databases	DE1N 34	8	7	1
Application of ICT in Libraries: Carrying out the Net Navigator Role	DP5H 35	16	8	2
Application of ICT in Libraries: Carrying out the Educator Role	DP5J 35	16	8	2

*Refer to History of Changes for revision changes

Graded Unit

The HNC Graded Unit will provide an ideal opportunity for candidates to integrate the competencies gained in the mandatory Units. The Graded Unit is a Case Study. This type of Graded Unit has been chosen as the most appropriate because it will give all candidates an equal opportunity, whether they have experience of working in a information environment or not, to consider and reflect on a real life situation which they may encounter in the work place.

Recommended Core Skills Exit levels

The recommended Core Skills Exit levels are as follows:

Core Skill	Recommended Entry level	HNC Exit level
Communication	SCQF level 6	SCQF level 6
Numeracy	SCQF level 4	SCQF level 5
Information Technology	SCQF level 5	SCQF level 6
Problem Solving	SCQF level 5	SCQF level 6
Working with Others	SCQF level 5	SCQF level 6

All teaching and learning activities in the HNC provide a context for developing and enhancing Core Skills. All five Core Skills are developed primarily in the Group Award through being signposted in each of the Units. There is the opportunity for candidates to further develop skills in Information Technology by undertaking mandatory and optional IT Units as well as submitting their assignments and projects text processed. Appendix 1 shows full Core Skills mapping throughout the Group Award.

In addition to the recognised Core Skills, candidates may have the opportunity throughout the HNC to demonstrate and further develop soft skills such as the ability to manage their time, remain motivated, and organise their activities. The mandatory HN Unit *Developing Skills for Personal Effectiveness* and the optional HN Unit *Work Experience* require these skills to be demonstrated. Leadership and customer service are developed particularly in the HN Unit *Libraries and Information Services: Provision of Services to Users* and the above optional HN Units. The Graded Unit integrates the knowledge and skills developed in the mandatory Units and will provide further opportunities for candidates to enhance their transferable skills.

5.2 Mapping information

The specific aims of the HNC in Library and Information Science are:

◆ to enter the information industry at a para-professional level or progress within it to senior para-professional level	All Units.
◆ to develop core competencies to enhance a career in library and information related work	All Units.
◆ to develop specific competencies that meet the requirements of a modern and progressive information service	Cataloguing Collection Development Web Design Human Resource Management Project Management
◆ to use a wide range of research and reference techniques and procedures	Research and Reference Skills Internet ITAS 1 Project Management
◆ to understand the principles that underpin evaluation of information resources and the analytical skills required to achieve this	Collection Development Research and Reference Skills Service Provision Project Management
◆ to use a wide range of printed and electronic information resources	Collection Development Research and Reference Skills Internet Project Management
◆ to understand the major legal and ethical issues impacting on the information profession	Introduction Service Provision
◆ to understand the range of requirements of different user and staff groups in library and information services and how to meet them	Introduction Service Provision Human Resource Management Developing Skills for Personal Effectiveness Work Experience

Skills mapping

The Units in this Group Award have been designed to meet some of the skills gaps identified in the LIMES (Library Information Management Employability Skills) project 2005-2007. A mapping of these is shown in the table below:

Skills gaps identified in LIMES Project	HNC Library and Information Science Unit titles
Awareness of legislation	Library and Information Services in the UK: Introduction
Awareness of sector	Library and Information Services in the UK: Introduction
Cataloguing, metadata	Cataloguing of Resources in Libraries and Information Services
Current awareness	Libraries and Information Services: Provision of Services to Users
Customer care	Libraries and Information Services: Provision of Services to Users
Database development	IT in Business — Databases
Experience of online sources	Information and the Internet: Introduction Libraries and Information Services: Research and Reference Skills
General library skills	All mandatory Units
Information literacy/user education	Libraries and Information Services: Provision of Services to Users
Interpersonal skills/communication	Libraries and Information Services: Provision of Services to Users
IT skills	All optional IT Units — candidates may choose 2 to suit their requirements and skills level
Knowledge of content of information sources	Libraries and Information Services: Research and Reference Skills
Knowledge of sector or understanding of environment (business, non-profit, law, NHS)	Library and Information Services in the UK: Introduction
Library administration	Library and Information Services in the UK: Introduction Collection Development and Management Libraries and Information Services: Provision of Services to Users
Managing change	Human Resource Management
Negotiating	Human Resource Management Work Experience
Online skills	Information and the Internet: Introduction Libraries and Information Services: Research and Reference Skills
Project management	Project Management: Introduction
Research skills	Libraries and Information Services: Research and Reference Skills
Stock collection, maintenance and promotion	Collection Development and Management
Strategic thinking	Project Management: Introduction

Skills gaps identified in LIMES Project	HNC Library and Information Science Unit titles
Technology awareness	Importance of technology is emphasised in virtually all Units
Theory of information retrieval	Libraries and Information Services: Research and Reference Skills
User needs/customer care	Libraries and Information Services: Provision of Services to Users
User support	Libraries and Information Services: Provision of Services to Users
Web development	Web Design: Introduction

5.3 Articulation, professional recognition and credit transfer

The framework has taken account of progression from the Diploma and Advanced Diploma Applications of ICT in Libraries. Two of the Units from the Advanced Diploma, *Carrying out the Net Navigator Role* and *Carrying out the Educator role* have been included as optional Units to facilitate this progression.

Candidates may be given credit transfer between HN Units (developed using 1988 design principles) and the revised HN Units (developed using 2003 design principles). Only one Unit has been identified for full Credit transfer.

The HNC Award may allow entry into second year of a range of university courses in library and information related studies.

6 Approaches to delivery and assessment

Content and context

The HNC Award has been designed as a specialised Group Award to meet the needs of the Library and Information Sector which allows candidates to gain skills and knowledge in the core areas of Library and Information Science and to apply these in a library or information related situation. The Group Award is aimed at candidates who wish to develop the necessary skills to progress further in training or employment.

Although the Units are designed to be delivered as part of the Group Award it is possible for all of them to be offered as stand-alone qualifications, to fit in with the industry's and individual candidate's continuous professional development requirements.

Delivery and assessment

Mode of delivery

The HNC award can be offered:

- ◆ Full-time
- ◆ Day release
- ◆ Open/distance learning.

The HNC has been designed to facilitate open/distance learning to suit the needs of employers. However it is possible for the HNC to be delivered on a full-time basis over one academic year or a part-time basis over two. It is envisaged that open/distance learning candidates will normally complete the HNC in two years.

Suitably experienced candidates may be able to undertake assessment by demand.

Sequence of delivery

Centres can choose to deliver the Units according to local needs and resources. The Graded Unit should be assessed towards the end of the HNC. A recommended exemplar delivery schedule has been produced, see Appendix 2.

Assessment

The 2003 design principles for HN Group Awards have encouraged a more holistic approach to theoretical assessment and this has been adopted in the Group Award, placing the emphasis on assessing the whole Outcome or a combination of Outcomes rather than on individual Knowledge and/or Skills. There is no integration of assessments over Units recommended for this Group Award although the Graded Unit will allow candidates to demonstrate integration of Knowledge and/or Skills from subject Units.

The revised Unit specifications allow the use of ‘sampling’ of Knowledge and/or Skills. The Unit specifications will specify within the Evidence Requirements Section the elements of Knowledge and/or Skills that can be sampled. The Evidence Requirements will also specify **mandatory** aspects of assessment. Any **recommendations** on assessment will be contained in the Assessment Guidelines for each Unit specification.

Re-assessment

Re-assessment of candidates should be in line with the centres policy on re-assessment and SQA’s policy and guidelines. Please see Guide to Assessment) which is available on SQA’s website.

Developing alternative assessments

The design of the original assessments inform the reassessment process to a large extent, as these determine the type of assessment instruments used and the purpose of the assessment. Centres may have a bank of assessments which can be used in whole or part for reassessment purposes.

Assessment writers should refer to the Unit specification when developing an alternative assessment and ensure that it is of equal demand to the original assessment and that it covers all necessary criteria — for example Core Skill achievement. Where candidates have not provided satisfactory evidence for knowledge and/or skill items which have been sampled, they would be re-assessed on a different sample.

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

This Group Award is designed to give you the skills, knowledge and understanding required for success in current or future job opportunities within the library and information industry

The Group Award places great emphasis on the development of practical skills and the ability to apply these skills in the workplace.

To be awarded the HNC you will have to gain 96 SCQF credit points/12 SQA credits.

The assessment methods that may be used in the Units are in the Assessment Guidelines within each Unit specification.

The Graded Unit will take the form of a practical project.

Opportunities include:

potential progression to the second year of a university course in a library or information related degree

employment in:

- ◆ Public libraries
- ◆ Academic libraries (school, college, university)
- ◆ Specialist libraries
- ◆ Information units

or, if already employed in such services, possible progression within them.

The Group Award will allow you to develop:

- ◆ competence in the fundamental skills required to work in a supervisory capacity in a library or information Unit
- ◆ good communication and transferable skills to enable a good team approach to information provision

9 Glossary of terms

SCQF: This stands for the Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk

SCQF credit points: One HN credit is equivalent to 8 SCQF credit points. This applies to all HN Units, irrespective of their level.

SCQF levels: The SCQF covers 12 levels of learning. HN Units will normally be at levels 6–9. Graded Units will be at level 7 and 8.

Subject Unit: Subject Units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

Graded Unit: Graded Units assess candidates' ability to integrate what they have learned while working towards the Units of the Group Award. Their purpose is to add value to the Group Award, making it more than the sum of its parts, and to encourage candidates to retain and adapt their skills and knowledge.

Dedicated Core Skill Unit: This is a Unit that is written to cover one or more particular Core Skills, eg HN Units in Information Technology or Communications.

Embedded Core Skills: This is where the development of a Core Skill is incorporated into the Unit and where the Unit assessment also covers the requirements of Core Skill assessment at a particular level.

Signposted Core Skills: This refers to the opportunities to develop a particular Core Skill at a specified level that lie outwith automatic certification.

Qualification Design Team: The QDT works in conjunction with a Qualification Manager/Development Manager to steer the development of the HNC/D from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, universities and other relevant organisations.

Consortium-devised HNCs and HNDs are those developments or revisions undertaken by a group of centres in partnership with SQA.

Specialist single centre and specialist collaborative devised HNCs and HNDs are those developments or revisions led by a single centre or small group of centres who provide knowledge and skills in a specialist area. Like consortium-devised HNCs and HNDs, these developments or revisions will also be supported by SQA.

10 Appendices

Appendix 1: Core Skills Mapping of Group Award

Appendix 2: Proposed Unit delivery schedule

Appendix 1: Core Skills mapping of Group Award

HNC Library and Information Science

		Communication		Numeracy		Information	Problem Solving			Working
Unit Code	Unit Name	Oral	Written	Using Graphical Information	Using Number	Technology	Critical Thinking	Planning and Organising	Reviewing and Evaluating	with Others
F33N 34	Libraries and Information Services in the UK: Introduction		SCQF level 6 S				SCQF level 6 S			
F33P 34	Libraries and Information Services: Provision of Services to Users		SCQF level 6 S				SCQF level 6 S			
F33M 34	Cataloguing of Resources in Libraries and Information Services		SCQF level 6 S				SCQF level 6 S			
F1WN 34	Collection Development and Management		SCQF level 6 S				SCQF level 6 S			
F1YS 34	Library and Information Services: Research and Reference Skills	SCQF level 6 S	SCQF level 6 S			SCQF level 6 S	SCQF level 6 S		SCQF level 6 S	
F1V8 34	Information and the Internet					SCQF level 6 S	SCQF level 6 S	SCQF level 6 S	SCQF level 6 S	
DN78 34	Human Resource Management: Introduction	SCQF level 6 S	SCQF level 6 S				SCQF level 6 S			
F1NH 34	Project Management: Introduction	SCQF level 6 S	SCQF level 6 S		SCQF level 5 S	SCQF level 6 S	SCQF level 6 S	SCQF level 6 S	SCQF level 6 S	SCQF level 6 S
F4PE 34	HNC Library and Information Science: Graded Unit 1	SCQF level 6 S	SCQF level 6 S				SCQF level 6 S			

Core Skills mapping of Group Award (continued)

		Communication		Numeracy		Information	Problem Solving			Working
Unit Code	Unit Name	Oral	Written	Using Graphical Information	Using Number	Technology	Critical Thinking	Planning and Organising	Reviewing and Evaluating	with Others
DV0M 34	Work Experience						SCQF level 6 C	SCQF level 6 C	SCQF level 6 C	
DF4E 34	Developing Skills for Personal Effectiveness						SCQF level 6 C	SCQF level 6 C	SCQF level 6 C	
D75X 34	Information Technology: Applications Software 1					SCQF level 6 C				
DE1M 34	IT in Business - Spreadsheets			SCQF level 4 C	SCQF level 5 C		SCQF level 5 C			
DE1N 34	IT in Business - Databases					SCQF level 6 S				
DV5M 34	Web Design: An Introduction					SCQF level 6 S				SCQF level 6 S

Enter level and S for signposted and C for certificated

Appendix 2: Proposed Unit delivery schedule

HNC Library and Information Science

Year 1

Order	Unit number	Unit title
1	F33N 34	Libraries and Information Services in the UK: Introduction
2	D85F 34 Or F1WN 34	IT: Applications Software 1 Collection Management & Development
3	F1V8 34	Information and the Internet
4	F1YAS 34	Library and Information Services: Research and Reference Skills
5	DV0M 34 Or DF4E 34/35	Work Experience Developing Skills for Personal Effectiveness
6	F1WN 34 Or ICT option	Collection Management & Development Optional Units listed below

Year 2

Order	Unit number	Unit title
1	F33P 34	Library and Information Services: Provision of Services to Users
2	F1NH 34	Project Management: Introduction
3	DN78 34 Or DV0M 34 Or DF4E 34/35	Human Resource Management: Introduction Work Experience Developing Skills for Personal Effectiveness
4	F33M 34	Cataloguing of Library and Information Resources
5	ICT Option	Optional Units listed below
6	F4PE 34	Graded Unit

ICT optional Units:

D75X 34	Information Technology: Applications Software 1
DV5M 34	Web Design: Introduction
D75Y 34	IT: Information Systems and Services
DE1M 34	IT in Business — Spreadsheets
DE1N 34	IT in Business — Databases