

Provide and maintain information materials for use in the service

Overview

This standard is about providing and maintaining information materials for use in the service. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by welfare professionals and others.

The standard covers how to identify the requirements for information materials in the service, how to obtain information materials for use and how to maintain and improve the use of information materials in the service.

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Performance criteria

You must be able to:

1. identify ways information materials are used in line with organisational requirements
2. identify problems obtaining information materials in line with organisational requirements
3. identify any trends or developments in the dissemination of information materials
4. identify resources available for obtaining information materials in line with organisational requirements
5. specify information materials that should be obtained in line with organisational requirements
6. explore future requirements for information materials
7. consult with relevant sources on the effectiveness of information materials used
8. agree timescales and resources for obtaining information materials
9. obtain suitable information materials that contribute to the service
10. protect information sources from damage and inappropriate use or alteration
11. assess the overall effectiveness of information materials
12. identify areas for improvement for information materials
13. identify the resources required to implement improvements
14. present a clear rationale for improvements whilst providing supporting evidence
15. record interactions in line with organisational requirements
16. comply with all relevant legal, professional and organisational requirements and guidelines in relation to providing and maintaining information materials for use in services

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Knowledge and understanding

You need to know and understand:

1. the importance of complying with relevant legal, professional and organisational requirements and guidelines
2. legislation, codes of practice, organisational policies and procedures in relation to job role/activities undertaken
3. types of information materials used, which aspects of the service do they cover, which clients use them and what format should they be in
4. who should be involved in the review of information materials
5. how to obtain information on the requirements
6. how many people use information materials, who the clients are and who can provide information on the use of materials
7. who can provide information on future requirements of information materials and what the requirements might be
8. seasonal or other variations in demand for information materials
9. trends or developments that might occur
10. how to assess the impact of information and communication technologies
11. available resources and what the constraints might be
12. who requires information on information materials being obtained
13. methods of obtaining information materials
14. how often information materials/sources should be updated and who should be involved in reviewing them
15. how to protect different types and formats of information materials and sources
16. potential types of damage that could occur to information materials
17. how information sources could be inappropriately used or altered
18. what information can be collected on the effectiveness of information materials
19. which aspects of information materials could be improved
20. how to assess the effectiveness of information materials including evaluation criteria that might be used
21. how to improve different types of information materials and evidence necessary to support rationale for improvements
22. why it is important to provide a clear rationale for improvements
23. resources required to implement different types of improvements
24. who should be consulted on improvements to information materials
25. recording requirements of your organisation, including how to store recorded information securely

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Suite Advice and Guidance

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