Qualification Guidance Document

BIIAB Level 2 Certificate in Libraries, Archives and Information Services

Wales – C00/1225/5

About Us

At BIIAB Qualifications Limited we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist, we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

BIIAB Qualifications Limited have an on-line registration system to help customers register learners on its qualifications, units and exams. In addition, it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

The system is accessed via a web browser by connecting to our secure website using a username and password: Skills and Education Group Awards Secure Login

Sources of Additional Information

The BIIAB Qualifications Limited website provides access to a wide variety of information.

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This document may be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

Specification Code

The specification code is XXX.

Issue	Date	Details of change
2.1	December 2023	Reformatted Qualification Guide into new branding

2.2	July 2025	Qual Withdrawn in England only Op End Date – 31/12/2026 Cert End Date – 31/01/2028
2.3	October 2025	Updated unit LAIS1 to LAIS28 to match Ofqual
2.4	November 2026	Updated to new company branding Extended review date for 3 years for Wales only

This guide should be read in conjunction with the Indicative Content document which is available on our secure website using the link above.

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This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

Qualification Summary

BIIAB Level 2 Certificate in Libraries, Archives and Information Services – C00/1225/5								
Qualification Purpose	To prepare for further learning or training and/or develop knowledge and/or skills in a subject area.							
Age Range	Pre 16		16-18	✓	18+	✓	19+	✓
Regulation	The above qualification is regulated by Qualification Wales							
Assessment	Portfolio of Evidence							
Type of Funding Available	See FaLA (Find a Learning Aim)							
Grading	Pass/Fail To achieve a Pass grade, learners **must** achieve all the Learning Outcomes and Assessment Criteria in all the units completed							
Operational Start Date	01/01/2018							
Review Date	31/12/2029							
Operational End Date								
Certification End Date								
Guided Learning (GL)	165 hours							
Total Qualification Time (TQT)	265 hours							
Credit Value	27							
BIIAB Qualifications Limited Sector	9 - Arts, Media and Publishing							
Regulator Sector	9.4 - Publishing and information services							
Support from Trade Associations								

Introduction

BIIAB Qualifications Limited is regulated to deliver this qualification by Qualification Wales. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 2 Certificate in Libraries, Archives and Information Services	C00/1225/5

Pre-requisites

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

BIIAB Qualifications Limited expects approved centres to recruit with integrity on the basis of a trainee's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

Qualification Structure and Rules of Combination

Rules of Combination: BIIAB Level 2 Certificate in Libraries, Archives and Information Services

Learners must achieve 27 credits. All credits must come from the 8 mandatory units.

Unit Title	Unit Number	Level	Credit Value	GL
Mandatory Group Minimum Credit Target - 27				
Creating and Maintaining a User Focussed Environment	H/601/4342 LAIS28	2	3	20
Helping Users to Obtain Access to Information and/or Material	D/601/4341 LAIS2	2	3	15

Issuing Information and/or Material	M/601/4327 LAIS3	2	3	20
Locating and Replacing Information and/or Material	Y/601/4340 LAIS4	2	3	20
Protecting, Securing and Copying Information and/or Material	M/505/3442 LAIS5	2	3	20
Supporting Users to Make Use of Digital Resources	L/601/4898 LAIS6	2	6	30
Understanding the Libraries, Archive or Information Service Organisation	R/601/4322 LAIS7	2	3	20
Understanding the Libraries, Archive or Information Service Environment	H/601/4308 LAIS8	2	3	20

Aim

The BIIAB Level 2 Certificate in Libraries, Archives and Information Services has been designed to allow learners to obtain and then demonstrate the skills and knowledge to work at an operational level in Libraries, Archives and Information Services.

Due to constant regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or is funded for use with individual learners before making registrations. If you are unsure about the qualification's status please contact BIIAB head office.

Target Group

This qualification is appropriate for use in the following age ranges:

- 16-18
- 18+
- 19+

Assessment

This qualification is internally assessed and requires internal and external moderation. Specific requirements and restrictions may apply to individual units

within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification:

- Evidence matrixes for the competence / NVQ units
- Purpose Statement
- Learner Unit Achievement Checklist

Practice Assessment Material

BIIAB Qualifications Limited confirm that there is no practice assessment material for this qualification.

Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

Progression Opportunities

The qualification is designed to equip learners with the knowledge and skills to work effectively in the Libraries, Archive and Information Services. It will also allow for a number of progression routes into Level 3 qualifications, to employment or into other areas of learning.

Achievement of the qualification offers opportunities for progression, including:

- BIIAB Level 3 Diploma in Libraries, Archives and Information Services

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the

sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.

Tutor / Assessor Requirements

BIIAB Qualifications Limited require those involved in the teaching and assessment process to be suitably experienced and / or qualified. Assessors should also be trained and qualified to assess or be working towards appropriate qualifications.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

Language

This specification and associated assessment materials are in English only.

Unit Details

Creating and Maintaining a User Focussed Environment		
Unit Reference	H/601/4342	
Level	2	
Credit Value	6	
Guided Learning (GL)	30	
Unit Summary	The learner will be able to maintain acceptable standards for users of Libraries, Archives or Information Services facilities and understand how to minimise disruption to users of Libraries, Archives or Information Services. They will also be able to set up, maintain and dismantle a display.	
Learning Outcomes (1 to 6)	**Assessment Criteria (1.1 to 6.4)**	
The learner will	**The learner can**	
1. Be able to maintain acceptable standards for users of Libraries, Archives or Information Services (LAIS) facilities	1.1	Check the safety and tidiness of public areas
	1.2	Identify procedures to be followed when repairs are required
	1.3	Identify ways to accommodate the specific needs of users appropriately within available resources
2. Understand how to minimise disruption to users of Libraries, Archives or Information Services	2.1	Identify types of unacceptable behaviour
	2.2	Describe strategies to reduce disruption to users
	2.3	Identify when and from whom assistance should be sought to deal with unacceptable behaviour
	2.4	Identify organisational procedures for reporting and recording incidents of unacceptable behaviour

3. Be able to deal with users' Comments	3.1	Identify the nature and seriousness of the comment
	3.2	Identify the most appropriate method of dealing with the comment
	3.3	Respond to the user courteously and appropriately
4. Be able to provide directions on the use of facilities	4.1	Describe the facilities available clearly and accurately
	4.2	Describe how to operate the available equipment clearly and accurately
5. Be able to set up a display	5.1	Identify the purpose and theme of the display
	5.2	Display relevant material as directed
	5.3	Check that the display is stable, safe and accessible
6. Be able to maintain and dismantle a display	6.1	Keep the display clean and correctly laid out
	6.2	Monitor the display for stability and safety, identifying any required action
	6.3	Up-date the display as required by its theme and use
	6.4	Remove the display as directed

Helping Users to Obtain Access to Information and/or Material		
Unit Reference	D/601/4341	
Level	2	
Credit Value	3	
Guided Learning (GL)	15	
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to help users to obtain access to information and/or material.	
Learning Outcomes (1 to 4)	**Assessment Criteria (1.1 to 4.4)**	
The learner will	**The learner can**	
1. Be able to establish user needs and requirements	1.1	Identify typical areas of interest for an organisation's user groups
	1.2	Identify users' specific needs and requirements
2. Be able to conduct a search for Users	2.1	Identify any organisational constraints on the use of information and/or material
	2.2	Identify the level of support appropriate to users' specific needs
	2.3	Select information sources appropriate for user requirements, identifying their nature, coverage and where appropriate, cost
	2.4	Select appropriate search terms
	2.5	Conduct a basic search
	2.6	Inform users of any failure to locate their requirements, suggesting appropriate alternatives
3. Be able to select methods of supply	3.1	Identify potential methods of supply

	3.2	Describe any likely difficulties in meeting user needs, suggesting possible action when needs cannot be met.
	3.3	Refer users to an appropriate alternative provider
4. Be able to communicate courteously with users	4.1	Use appropriate communication methods and techniques with users
	4.2	Deal with competing user demands courteously
	4.3	Check that users are satisfied with the service provided
	4.4	Identify action required if users are not satisfied

Issuing Information and/or Material		
Unit Reference	M/601/4327	
Level	2	
Credit Value	3	
Guided Learning (GL)	20	
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to be able to implement access arrangements, provide access to and process requests for information and/or material.	
Learning Outcomes (1 to 3)	**Assessment Criteria (1.1 to 3.4)**	
The learner will	**The learner can**	
1. Be able to implement access arrangements for information and/or material	1.1	Confirm the user's identity, eligibility and priority for service
	1.2	Create accurate records for eligible new users
	1.3	Confirm the services required by the user using appropriate questioning techniques and identifying any specific needs and priorities
	1.4	Explain any lack of authorisation, identification or eligibility to the user referring them to an authorised person as necessary
2. Be able to provide access to information and/or material	2.1	Request required user identification consistently
	2.2	Identify the requested information and/or material using search and finding aids
	2.3	Check that the information and/or material is in a fit condition for use by the user

	2.4	Check whether any restrictions apply to the information and/or material explaining these clearly to the user
	2.5	Record all details of the information and/or material using appropriate systems
	2.6	Apply user conditions, restrictions and security procedures consistently
3. Be able to process requests for information and/or material	3.1	Check the details of the requested information and/or material and the user, using appropriate systems and technology to record them
	3.2	Explain clearly any reservation arrangements or limitations on access
	3.3	Provide the user with a realistic estimate of how long it will take to fulfil the request
	3.4	Identify the date after which the information and/or material will be of no value to the user

Locating and Replacing Information and/or Material		
Unit Reference	Y/601/4340	
Level	2	
Credit Value	3	
Guided Learning (GL)	20	
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to be able to implement access arrangements, provide access to and process requests for information and/or material.	
Learning Outcomes (1 to 4)	**Assessment Criteria (1.1 to 4.3)**	
The learner will	**The learner can**	
1. Be able to obtain information and/or material safely and securely from storage areas	1.1	Identify the location of information and/or material
	1.2	Retrieve the information and/or material required by users safely and securely
	1.3	Use appropriate equipment and technology in handling information and/or material
	1.4	Obtain appropriate assistance to resolve any difficulties in finding information and/or material
2. Be able to check the condition and arrangement of information and/or material	2.1	Check regularly the condition of information and/or material taking account of the organisation's criteria and priorities for retention
	2.2	Check regularly that sets of information and/or material are correctly arranged
	2.3	Correct any errors in replacement
3. Be able to process returned information and/or material	3.1	Identify returned information and/or material using appropriate systems

	3.2	Identify any damage to and/or loss of information and/or material
	3.3	Take appropriate action to deal with damage and/or loss
	3.4	Retrieve the record of issue
	3.5	Record the return of information and/or material using appropriate systems and technology
	3.6	Implement procedures for the return of information and/or material
	3.7	Apply charges as appropriate
4. Be able to replace information and/or materials safely and securely	4.1	Sort material on its return by the user with minimum disruption
	4.2	Replace information and/or material with minimum disruption
	4.3	Obtain appropriate assistance to resolve any difficulties in replacement

Protecting, Securing and Copying Information and/or Material		
Unit Reference	M/505/3442	
Level	2	
Credit Value	3	
Guided Learning (GL)	20	
Unit Summary	The purpose of this unit is to provide the learner with the knowledge regarding protecting, securing and copying information and/or material.	
Learning Outcomes (1 to 4)	**Assessment Criteria (1.1 to 4.2)**	
The learner will	**The learner can**	
1. Be able to protect information and/or material	1.1	Outline why it is important to protect and keep information and/or material in order
	1.2	Protect information and/or materials from accidental damage and incorrect handling
	1.3	Handle information and/or material safely
	1.4	Keep information and/or material in order
	1.5	Implement access arrangements correctly
	1.6	Identify any damage to and/or loss of information and/or material
	1.7	Take appropriate action to deal with damage and/or loss
2. Be able to minimise the risks to the safety of stored information and/or material and storage areas	2.1	Identify any working practices and/or aspects of the workplace which could damage information and/or material
	2.2	Take action to minimise risks to the safety of information and/or material
	2.3	Report any risks to the safety of information and/or material and/or

		storage areas to a person who is authorised to take action
3. Be able to monitor and respond to users' handling of information and/or material	3.1 3.2 3.3 3.4	Outline clearly to users any instructions for handling information and/or material Monitor the way users treat material to identify any threats to the information and/or material Deal with mistreatment of information and/or material by users in a way which is consistent with the law and organisational procedures Report any lost information and/or material to a person who is authorised to take action
4. Be able to copy information and/or material	4.1 4.2	Identify restrictions which may apply to copying information and/or material Use appropriate equipment and techniques to copy information and/or material

Supporting Users to Make Use of Digital Resources		
Unit Reference	L/601/4898	
Level	2	
Credit Value	3	
Guided Learning (GL)	20	
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to understand the range and types of digital resources available to users. This will then help to support users in researching for information and communicating using digital resources.	
Learning Outcomes (1 to 5)	**Assessment Criteria (1.1 to 5.3)**	
The learner will	**The learner can**	
1. Understand the range and types of digital resources available for users	1.1	Describe the range of digital resources provided by own organization
	1.2	Describe common open-access and subscription resources available online
	1.3	Identify key assistive technologies and software available to support users with specific needs in accessing digital resources
2. Be able to support users in searching for information using digital resources	2.1	Identify a range of methods for finding information online
	2.2	Outline why it is important for users to make judgements about the reliability and currency of web-based sources of information
	2.3	Show users how to use web-browsers and search engines
	2.4	Direct users to appropriate assistive technologies and software to support

		users with specific needs in searching and selecting digital resources
3. Be able to support users to communicate using digital resources	3.1	Identify common online communication tools
	3.2	Describe ways in which online communication tools can be used to access and share information
	3.3	Direct users to appropriate assistive technologies and software to support users with specific needs in communicating using digital resources
4. Understand issues relating to internet safety and own organisation's policies around internet use	4.1	Identify ways of protecting identity and ensuring personal safety when using the internet
	4.2	Identify the implications for users of organisation's policy around internet use
	4.3	Advise users on safe and appropriate use of ICT
	4.4	Identify appropriate action to be taken when organisation's policies on internet use are contravened
5. Understand how own ICT skills can be updated	5.1	Identify strengths and areas for development in own ICT skills
	5.2	Identify sources from which own skills in ICT can be updated
	5.3	Identify sources for own professional development in using ICT in libraries, archives and information services

Understanding the Libraries, Archive or Information Service Organisation		
Unit Reference	R/601/4322	
Level	2	
Credit Value	3	
Guided Learning (GL)	20	
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to understand the key aspects, policies and key stakeholders of a Libraries, Archives or Information Services (LAIS) organisation.	
Learning Outcomes (1 to 5)	**Assessment Criteria (1.1 to 5.2)**	
The learner will	**The learner can**	
1. Understand key aspects of a Libraries, Archives or Information Services (LAIS) organisation	1.1	Identify the aims and objectives of a Libraries, Archives or Information Service (LAIS) organisation
	1.2	Identify the values of a LAIS organisation
	1.3	Describe the structure of a LAIS organisation, identifying key roles
2. Understand key policies of a LAIS organisation	2.1	Identify key policies of the organisation which impact on the assistant's role
	2.2	Describe the assistant's role in supporting equality and diversity
	2.3	Describe the assistant's role in maintaining health and safety
3. Understand the role of key stakeholders of a LAIS organisation	3.1	Identify key stakeholders of a LAIS organisation
	3.2	Describe ways in which the assistant can work with stakeholders to support the organisation's aims

4. Understand the requirements of the users of a LAIS organisation	4.1 4.2	Identify the users of a LAIS organisation Describe the requirements of current users of a LAIS organization
5. Understand how to work as part of a team in a LAIS organisation	5.1 5.2	Identify key features of effective teams Describe how to work effectively as part of a team

Understanding the Libraries, Archive or Information Service Environment		
Unit Reference	H/601/4308	
Level	2	
Credit Value	3	
Guided Learning (GL)	20	
Unit Summary	The purpose of this unit is to provide the learner with the knowledge to understand the role of key types of organisations, trends and developments and the importance of key legislation in the Libraries, Archives or Information Services (LAIS) sector.	
Learning Outcomes (1 to 4)	**Assessment Criteria (1.1 to 4.2)**	
The learner will	**The learner can**	
1. Understand the role of key types of organisations in the Libraries, Archives and Information Services (LAIS) sector	1.1	Identify the functions of key types of organisations in the Libraries, Archives and Information Services (LAIS) sector
	1.2	Outline the services and materials provided by key types of organisations in the LAIS sector
2. Understand trends and developments in the LAIS sector	2.1	Identify trends and developments in the LAIS sector
	2.2	Describe the impact of trends and developments on the assistant's role
3. Understand the importance of key legislation for the LAIS sector	3.1	Identify key legislation which affects the LAIS sector
	3.2	Describe how the assistant's role is affected by key legislation
	3.3	Describe procedures for dealing with non-compliance in relation to information legislation

4. Understand the role of national professional organisations in the LAIS sector	4.1 4.2	Outline the purpose and activities of the principal national professional organisations for the LAIS sector Identify key aspects of the relevant professional code(s) for the assistant's role

Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

BIIAB Qualifications Limited policy enables learners to avoid duplication of learning and assessment in a number of ways:

- **Recognition of Prior Learning (RPL)** – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- **Exemption** - Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within BIIAB Qualifications Limited qualification but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the BIIAB Qualifications Limited qualification to be achieved in order to determine its equivalence.
  - Any queries about the relevance of any certificated evidence should be referred in the first instance to your centre's internal moderator and then to BIIAB Qualifications Limited.
  - It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.
  - Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.
- **Credit Transfer** – BIIAB Qualifications Limited may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
  - Original certificates OR
  - Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- **Equivalencies** – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.

BIIAB Qualifications Limited encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities. Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from biiab.co.uk/for-centres/

Certification

Learners will be certificated for all units and qualifications that are achieved and claimed.

BIIAB Qualifications Limited policies and procedures are available on the website.

Exemptions

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

Glossary of Terms

GL (Guided Learning)
GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – 'Would I need to plan for a member of staff to be present to give guidance or supervision?'

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- Face-to-face meeting with a tutor
- Telephone conversation with a tutor
- Instant messaging with a tutor
- Taking part in a live webinar
- Classroom-based instruction
- Supervised work
- Taking part in a supervised or invigilated formative assessment
- The learner is being observed as part of a formative assessment.

TQT (Total Qualification Time)
The number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.' The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- Researching a topic and writing a report
- Watching an instructional online video at home/e-learning
- Watching a recorded webinar
- Compiling a portfolio in preparation for assessment
- Completing an unsupervised practical activity or work
- Rehearsing a presentation away from the classroom
- Practising skills unsupervised
- Requesting guidance via email – will not guarantee an immediate response.