

## Level 3

# Library, Information and Archive Services Assistant Apprenticeship

Helping people using  
places like libraries  
and archives find  
the information and  
resources they need

### OVERVIEW OF THE ROLE

LIAS Assistants help users find the information and resources they need in order to resolve their specific query. User needs vary across sectors and could include finding textbooks to support their learning; legal materials to support law activities; images to create a design; trademark information to create a new product; health information to diagnose a patient etc. Digital services, digital literacy, information literacy, general literacy, customer service, problem solving, organisation of resources and systems underpin and characterise the work in this profession.

Library, Information and Archive Services (LIAS) Assistants perform a front line/global role in all sectors (including public, health, legal, commercial, educational, government, heritage/cultural and entertainment), supporting society through anticipating, determining, stimulating and satisfying the needs of existing and potential users for access to information in an ethical and fair or appropriate manner.

They work with people from all parts of society and the workforce, providing essential digital and analogue information services – issuing and returning materials, organizing collections, answering research and information queries, improving customers' literacy skills, – quite often at the forefront of innovation. In their daily work LIAS Assistants can interact with customers or service users, including the general public, students, researchers and academic staff, professional staff (e.g. in health, law, business) etc. They also work directly with other colleagues who perform different organisation functions such as IT support, purchasing, marketing, human resources, legal services, building facilities etc.

The duties typically take place in a public spaces such as libraries, archives, hospitals and other commercial/office or information-based organisations such as law firms, universities, schools, the media (e.g. broadcasting, journalism, film-making, social media) etc. In small organisations, such as law firms and schools, the services assistant will quite often be working on their own or independently, reporting directly to the head of the organisation/institution.

### Assessment

The apprenticeship includes independent assessment to check the apprentice's overall performance against the standard.

The end-point assessment will include:

- » Work based Project and interview
- » Professional Discussion with Portfolio of evidence
- » Practical observation

Independent end-point assessment happens when the employer, apprentice and trainer/ assessor are satisfied that the apprentice is working consistently at or above the level set out in the apprenticeship standard.

### Entry Requirements

Maths and English at Level 1 or equivalent. Employers may also have their own entry requirements.

Before taking the end-point assessment, apprentices must achieve level 2 English and maths (equivalent to GCSEs at grades A\*-C or 9-4). You will have an experienced tutor who will support you to work towards these qualifications.



You can register your interest by  
emailing [apprenticeships@waes.ac.uk](mailto:apprenticeships@waes.ac.uk)  
or by calling 020 7641 8186

