



**WORKFORCE DEVELOPMENT AGENCY
and the
LIBRARY ASSOCIATION OF SINGAPORE**

Announcement

WSQ ENTRY LEVEL COURSES FOR LIBRARY SUPPORT STAFF

Workplace Skills Qualification

Public run 23rd-24th November 2010

Module:

**SUPPORT GENERAL REFERENCE AND
INFORMATION ENQUIRY WORK**

SUPPORT GENERAL REFERENCE AND INFORMATION ENQUIRY WORK

CI-LI-252S



- Staff working in a library but who have no specific education or training in library work
- Support staff new to library work or who are undertaking new duties in a different area
- Experiences support staff who would like a nationally recognised SOA or certificate
- Experienced support staff who would like a more rounded or up to date understanding of the full range of library work

What?

WSQ Courses are nationally recognised short competency based training courses leading to individual Statements of Attainment on successful completion of a brief assessment. Credits may be accumulated towards a **WSQ Higher Certificate in Library and Information Work** on successful completion of all Level 2 courses with equivalent to 100 hours of training.

For whom?

There are **no specific** pre requisites for these entry level courses apart from sound literacy and numeracy. As such these courses may be particularly suitable for:



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What do you get?

On successful completion of assessment tasks the individual is eligible for a **WSQ Statement of Attainment in Library and Information Work** issued by WDA for each completed programme.

Trainers and Assessors?

All our trainers and assessors are experienced professional librarians who also hold an ACTA (Advanced Certificate in Training and Assessment) certification.

Where?

This is a 2 day programme to be held at the **NLBA Training Rooms, Level 3 Toa Payoh Public Library**, near Toa Payoh MRT. Detailed directions will be given to all registrants.

Assessments will be held at the **Library Instructional Commons** (Block N2, level B3 directly below Business Library) at Nanyang Technological University . Assessment appointment details will be confirmed later.

How much?

The gross fee (before subsidy) is \$330. Subsidies may apply to Singaporeans and PRs.



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Programme 1: CI-LI-252S

WSQ support general and information enquiry work

This 2 day programme will cover the training required to:

- Answer basic enquiries
- Receive and refer more complex enquiries
- Search library catalogues and other basic finding tools
- Provide appropriate response, follow up and closure to enquirers
- Acquire a resource that is not part of the home collection for a customer

At the end of the programme participants will be able to:

- Apply appropriate techniques in face to face transactions
- Apply appropriate techniques in remote transactions
- Apply service recovery techniques where necessary
- Escalate technical issues where indicated
- Follow document services procedures

To enrol:

To enrol for this programme please click [here](#). Further personal information is required by WDA in order to follow procedures for issuing Statements of Attainment and recording credit points towards a Higher Certificate if the individual is aiming to attend further courses.

What next?

In 2010 2011 there will be further new courses on offer. These modules are also accredited under the Singapore Workforce Skills Qualification (WSQ). Trainees who have successfully completed and been issued with Statements of Attainment for all courses will have gained enough credit points to become eligible for a **WSQ Higher Certificate in Library & Information Work**.

A full transcript will also be issued at this time.
(Details of later courses will be available soon.)

