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| **Module Specification**  **RIMB018 – USER SERVICES AND USER RELATIONS** |
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**1. Module Details**

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| **Module Title:** | USER SERVICES AND USER RELATIONS |
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| **Short Title:** | USER SERVICES |
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| **Module Code:** | RIMB018 |
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| **Marketing Module Synopsis:** | This module introduces you to some of the skills, techniques and knowledge needed to respond to users' needs within a record-keeping environment, enabling you to provide services which meet those needs most effectively. |
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| **Credits:** | 15 |
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| **Level:** | Level 6 |
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| **Delivery Location(s)** | Off-campus |
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| **Semester:** | Semester 1 |
|  |  |
| **Academic Year:** | 2022-23 |
|  |  |
| **Faculty:** | Faculty of Humanities and Social Sciences |
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| **School/Institute (Level 2):** | School of Histories, Languages and Cultures |
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| **Curriculum Board (level 1):** | History |
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| **Module Coordinator:** | Victoria Stobo |
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| **Other staff:** |  |
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| **External Examiner(s):** | Jenny Bunn |
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| **Pre-requisites:** | N/A |
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| **Co-requisites:** | N/A |
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| **Barred Combinations:** | N/A |
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| **CE/CPD Provision:** | Yes |
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| **Overview:** | There are the following non-modular requirements: Students taking the module as part of the DPS:RIM must have successfully complete the CPS:RIM |
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| **Notes:** | No major or minor modifications, administrative updates only. 24.05.19.Admin updates 17.02.22 |
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| **Maximum Places:** | 25 |
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| **HESA Cost Centre(s):** | History |
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| **Status:** | Approved |

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| **HECoS Subject** | **Proportion (%)** |
| 100916: Information Services | 100 % |

**The table below is automatically completed from programme data held in Curriculum Manager; during 2019/20 it is likely to have no data or incomplete data until all programme records are in Curriculum Manager.**

| **In Programmes:** | **Programme Validation Status** | **Module Status:** | **Programme Stage / Group / / Sub-group** |
| --- | --- | --- | --- |

**The table below must be completed for module approval, including confirmation that there are zero costs to the student.**

| **Student Cost(s)** | | | | | |
| --- | --- | --- | --- | --- | --- |
|  | | | | **Costs range:** | |
| **Cost Type:** | **Description:** | **Value type** (exact, approximate or max/min range)**:** | **Cost** (exact or approximate): | **Minimum Cost:** | **Maximum Cost:** |
| Student Cost | Reasonable costs including printing and text books. | MUST BE COMPLETED FOR APPROVAL |  |  |  |

**2. Aims and Content**

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| **Educational Aims:** | | | |
| To introduce techniques for identifying user needs within a record-keeping environment;To explore methods for meeting users' needs and expectations and provides guidance on promoting, monitoring and measuring the effectiveness of such methods. | | | |
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| **Outline Syllabus:** | | | |
| The module may cover: Understanding and analysing users and their needs;Approaches to quality in records management, including organisational quality initiatives; use of government and (inter)national standards and guidance;monitoring and performance indicators;Writing and implementing records management policies and procedures, user-related documentation;Developing user training programmes, particularly in the electronic environment; Marketing the records management function within the wider organisation; Strategies for ensuring user compliance;Performance measurement techniques. | | | |
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| **Reading lists and resources:** | | | |
| **Type** | **Category** | **Title** | **Description** |
| General Resource | Link to Reading Lists | Reading lists are maintaned at readinglists.liverpool.ac.uk | Use the following link to access and maintain reading lists for this module:http://readinglists.liverpool.ac.uk/modules/rimb018.html |
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**3. Module Outcomes (learning outcomes, skills and other attributes)**

| **Ref No.** | **Learning Outcome / Skill:** | **Category:** |
| --- | --- | --- |
| LO1 | Describe how user needs can be determined and accommodated in record-keeping systems | Learning Outcomes |
| LO2 | Explain the importance of developing and maintaining good relations between the records management service and its users and identify and apply relevant techniques for communicating  with users | Learning Outcomes |
| LO3 | Demonstrate understanding of how marketing tools can contribute to effective service delivery | Learning Outcomes |
| LO4 | Explain how compliance with records-keeping policies and procedures can be encouraged | Learning Outcomes |
| LO5 | Begin to evaluate the effectiveness  and impact of your own services through an understanding of user satisfaction | Learning Outcomes |
| S1 | Business and customer awareness – and the need to provide customer satisfaction | Skills |
| S2 | Problem solving - creativity analysing facts and situations and applying creative thinking to develop appropriate solutions. | Skills |
| S3 | Self-management - self-starting, initiative, time management | Skills |

**4. Assessments**

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| **Assessment Strategy:** |
| Anonymous assessment is not possible due to it being workplace specific. |

**All fields in the table below must be completed for module approval.**

| **Method** | **Description** | **Type** | **Units of Length** | **Length** | **Min** | **Max** | **Description (re length)** | **Weighting** | **Assessment period(s)** | **Group Work** | **Must Pass** | **Final Assessment** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Coursework | There is a resit opportunity. Standard UoL penalty applies for late submission. This is not an anonymous assessment. | Summative | Words | N/A | N/A | 3500 | 3500 words | 100 % | Sem 1 | No | No | Yes |

***Please see Appendix 1 for details of the outcomes tested by the above assessments.***

**5. Learning and Teaching Methods**

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| **Summary of Learning and Teaching Methods:** |
| Group-work:A campus-based introduction to the module syllabus. |

**The following table must be completed for module approval, accounting for all hours associated with the credit value of the module, e.g. for 15 credits there should be 150 hours of learning and teaching activity, including independent learning.**

| **Learning and Teaching Method:** | **Length (Minutes):** | **Times per Week** (if applicable): | **Number of Weeks** (if applicable): | **Calculated Hours** (if applicable): | **Hours:** |
| --- | --- | --- | --- | --- | --- |
| Self-Directed Learning | N/A | N/A | N/A | N/A | 144 |
| Group Work | N/A | N/A | N/A | N/A | 6 |

**6. Supplementary Information**

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| **If a risk assessment is required for this module for students under 18, please record a summary of the risks:** | N/A |