
Overview

This unit is for you if you are responsible for, or contribute to, designing and writing information materials that support the provision of legal information and advice. Information materials may use text and graphics and may be produced in a variety of formats to meet the needs of the target audience. The design of information materials will depend on the nature and purpose of the information and the nature and needs of the clients for whom it is intended.

There are five elements

1. Identify the objectives of the information materials
2. Obtain information for inclusion in the information materials
3. Design the format of the information materials
4. Create text and graphics for the information materials
5. Edit the information materials

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Design information materials for use in the service

Performance criteria

Identify the objectives of the information materials

You must be able to:

- P1 obtain suitable information on the overall needs for the information materials
- P2 identify the purpose and scope of the information materials
- P3 identify the different clients using the information materials
- P4 confirm the particular needs of different clients
- P5 confirm the life cycle of the information materials
- P6 obtain other related information materials that have an impact on the work

Obtain information for inclusion in the information materials

You must be able to:

- P7 determine the methods that should be used for obtaining the information
- P8 access the relevant information sources using the appropriate procedures
- P9 confirm the validity of the information
- P10 obtain the information using the specified methods
- P11 protect the information sources according to agreed procedures
- P12 identify any problems with obtaining the information
- P13 record the information accurately in the appropriate systems

Design the format of the information materials

You must be able to:

- P14 identify the components of the information materials that will be used for delivering the content
- P15 determine the structure of the information materials so that it effectively delivers the content
- P16 select the most appropriate style to enhance the effectiveness of the information materials
- P17 exchange information on the design of the information materials with the relevant people
- P18 ensure the design achieves the specified objectives of the information materials
- P19 record information on the design in the appropriate systems

Create text and graphics for the information materials

You must be able to:

- P20 obtain all relevant details that should be incorporated into the text or graphics
- P21 produce text or graphics to effectively convey the required content
- P22 select a vocabulary that is suitable to the clients of the information materials

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Design information materials for use in the service

- P23 ensure the text or graphics is free from errors according to the agreed procedures
- P24 produce text or graphics in the formats required in the information materials
- P25 record the text or graphics in the appropriate systems

Edit the information materials

You must be able to:

- P26 identify any aspects of the information materials that require particular attention
- P27 ensure all the components of the information materials are contained and placed in the correct position
- P28 identify correctly any inconsistencies and inaccuracies
- P29 identify improvements to remove any inconsistencies and inaccuracies
- P30 identify any legislation, codes of practice, guidelines and ethical requirements that are relevant to the information materials
- P31 amend correctly any non-compliance with the relevant legislation, codes of practice, guidelines and ethical requirements
- P32 record information on the edited information materials in the appropriate systems

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Design information materials for use in the service

Knowledge and understanding

You need to know and understand:

Identify the objectives of the information materials

- K1 the different methods are for obtaining information materials
- K2 what types of information materials are required
- K3 what the objectives are of the information materials
- K4 who is likely to use the information materials
- K5 who can provide information on users
- K6 how clients' needs are likely to differ from each other
- K7 how the information materials will be used throughout their life cycles
- K8 the different life cycles that different types of information materials have
- K9 what other information materials might be relevant

Obtain information for inclusion in the information materials

You need to know and understand:

- K10 the different methods that can be used for obtaining different types of information
- K11 what the procedures are for accessing information
- K12 the difficulties that can occur when obtaining information
- K13 how to decide whether the information obtained is valid
- K14 why it is important to use the agreed methods of obtaining information
- K15 why it is important to protect the information sources
- K16 what types of problem could occur
- K17 what actions can be taken to address them
- K18 why it is important to address problems
- K19 what the implications are of not addressing the problems
- K20 what the systems are for recording information and the procedures that relate to the use of these
- K21 why it is important to use the systems

Design the format of the information materials

You need to know and understand:

- K22 what the components of the information materials are
- K23 how the components of the information materials relate to each other
- K24 the content that is being delivered in the information materials
- K25 how to structure information materials
- K26 which styles could be used in the information materials
- K27 how styles have been used before in the information materials
- K28 who requires information on the designs of information materials
- K29 what the objectives of the information materials are
- K30 the systems are for recording designs and the procedures relating to them
- K31 why it is important to use the systems

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Design information materials for use in the service

Create text and graphics for the information materials

You need to know and understand:

- K32 what details are included in text and graphics
- K33 how to incorporate them into text or graphics
- K34 how to use text or graphics
- K35 who the clients of the information materials are
- K36 what different vocabularies are suitable for clients
- K37 what types of error can occur in text or graphics
- K38 which formats should be used in the information materials
- K39 what the systems are for recording text or graphics and the procedures relating to the use of these
- K40 why it is important to use the systems

Edit the information materials

You need to know and understand:

- K41 which aspects of the information materials might require particular attention
- K42 how the different components of the information materials should relate to each other
- K43 how the components of the information materials should be structured
- K44 what types of inconsistencies and inaccuracies could occur in the information materials
- K45 what improvements could be made to the information materials
- K46 the relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- K47 why it is important to comply with different requirements and the consequences of non-compliance
- K48 how to obtain information on the requirements
- K49 why it is important to amend them
- K50 what the systems are for recording amendments and the procedures relating to the use of these
- K51 why it is important to use the systems

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Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

- research
- analytical
- writing
- proof reading
- presenting information
- recording and storing information

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Relevant occupations	Public Services; Public Service and Other Associate Professionals;
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Suite	Legal Advice
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