



Australian Government

Department of Education, Employment and Workplace Relations

BSBINM601A Manage knowledge and information

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to develop and maintain information processing systems to support decision making, and to optimise the use of knowledge and learning throughout the organisation.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to people working in management roles who have responsibility for ensuring that critical knowledge and information are readily available to review the organisation's performance and to ensure its effective functioning. Knowledge and information can include business performance data, customer feedback, statistical data and financial data.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Obtain information relevant to business issues	1.1. Review staff and customer feedback and business performance data 1.2. Identify, define and analyse business problems and issues 1.3. Identify information required to reach a decision on problems/issues 1.4. Source and gather reliable information 1.5. Test information for reliability and validity, and reject where contradictory or ambiguous 1.6. Utilise formal and informal networks to access corporate knowledge/memory not held in formal systems and review appropriately
2. Analyse information and knowledge	2.1. Ensure objectives for analyses are clear, relevant and consistent with the decisions required 2.2. Identify patterns and emerging trends correctly and interpret as to cause and effect 2.3. Utilise <i>statistical analyses</i> and interpretation where appropriate 2.4. Undertake <i>sensitivity analysis</i> on any proposed options 2.5. Ensure documentation reflects a logical approach to the evaluation of the evidence and conclusions drawn 2.6. Adjust <i>management information systems/decision support systems</i> to meet information processing objectives
3. Take decisions on business issues identified	3.1. Ensure sufficient valid and reliable information/evidence is available to support a decision 3.2. Utilise <i>risk management</i> plans to determine acceptable courses of action 3.3. Utilise appropriate <i>quantitative methods</i> to assist decision making 3.4. Consult specialists and other <i>relevant groups and individuals</i> 3.5. Ensure decisions taken are within the delegation/accountability of the group/individual responsible 3.6. Make decisions in accordance with organisational guidelines and procedures

ELEMENT	PERFORMANCE CRITERIA
	3.7.Ensure decisions taken are consistent with organisational objectives, values and standards 3.8.Ensure decisions are taken in a timely manner
4. Disseminate information to the organisation	4.1.Ensure advice/information needs are documented and are specific to location, format and time line requirements 4.2.Document information and update databases regularly 4.3.Design and test systems to meet information requirements of decision makers 4.4.Ensure information is up-to-date, accurate, relevant and sufficient for the recipient 4.5.Develop communication plans and disseminate information 4.6.Adhere to confidentiality/privacy policies in the transmission/release of information/advice 4.7.Review and update communication plans regularly 4.8.Utilise technology which provides optimum efficiency and quality 4.9.Maintain corporate knowledge and ensure security

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to identify improvement opportunities in relation to the services/products delivered internally or concepts/ideas in area of expertise
- communication and consultation skills to ensure all relevant groups and individuals are advised of what is occurring and are provided with an opportunity for input
- quantitative and qualitative research skills to locate and review relevant data and information
- technology skills to consider various software and hardware options for storing and accessing data and information.

Required knowledge

- new technologies and their suitability to knowledge and information management
- risk management.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- documentation which tracks a particular problem/issue through information gathering and analysis, decision making and taking, and dissemination to relevant groups and individuals
- development and utilisation of relevant information storage and retrieval systems, as well as accessing informal knowledge and information from informal networks within the organisation
- knowledge of new technologies and their suitability to knowledge and information management.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- assessment of written reports on knowledge management and information management
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- oral or written questioning to assess knowledge of information management systems
- review of documentation identifying, defining and analysing business problems and issues
- evaluation of communication plans
- evaluation of the transmission/release of information/advice in terms of adhering to confidentiality/privacy policies.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other units from the Advanced Diploma of

EVIDENCE GUIDE

Management.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Statistical analyses</i> may include:	<ul style="list-style-type: none"> • correlation calculations • long-term trend analyses • probability assessment • regulation analyses • short to medium-term trend analyses
<i>Sensitivity analyses</i> means:	<ul style="list-style-type: none"> • applying 'what if' scenarios to available options
<i>Management information systems</i> means:	<ul style="list-style-type: none"> • formal systems for collecting, storing and synthesising information to be used in management decision making
<i>Decision support systems</i> are:	<ul style="list-style-type: none"> • management information systems which include some form of computer-based assistance to decision making (expert systems)
<i>Risk management</i> means:	<ul style="list-style-type: none"> • process of identification of potential negative events and the development of plans to mitigate or minimise the likelihood or consequences of the negative event if it occurs
<i>Quantitative methods</i> may include:	<ul style="list-style-type: none"> • dynamic programming • linear programming • queuing theory • simulation • transportation methodology
<i>Relevant groups and individuals</i> means:	<ul style="list-style-type: none"> • those personnel who have knowledge about the issue being dealt with and the expertise to assist the decision making process
<i>Research</i> may include:	<ul style="list-style-type: none"> • focus groups • group interviews • individual interviews • surveys
<i>Communication plans</i> means:	<ul style="list-style-type: none"> • structured program for the dissemination of information and the receipt of feedback information from individuals relevant to the process or activity

RANGE STATEMENT

<i>Technology</i> may include:	<ul style="list-style-type: none"> • audio-visual media • internet • intranet • print media • radio • telephone • television
<i>Corporate knowledge</i> may include:	<ul style="list-style-type: none"> • copyright • intellectual property • technology

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Management
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Co-requisite units

Co-requisite units		