



Australian Government

BSBINS501 Implement information and knowledge management systems

Release: 2

BSBINS501 Implement information and knowledge management systems

Modification History

Release	Comments
Release 2	This version first released with the Business Services Training Package Version 8.0. Typographical error in Foundation Skills corrected.
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to organise training for an information and knowledge management system and to implement the use of the system.

The unit applies to individuals who are responsible for ensuring relevant information and corporate knowledge are retained, accessible and improve business outcomes.

It applies to information and knowledge management systems that comprise policies, protocols, procedures and practices to manage information or knowledge within the organisation and among relevant stakeholders.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Technical Skills – Information Services

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Implement use of management system	1.1 Identify legislative requirements, and organisational policies and procedures 1.2 Implement information and knowledge management system according to legislative requirements and organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	1.3 Address implementation issues and problems, where required 1.4 Collect information on relevant key performance indicators 1.5 Identify contingencies and refer technical specialist help, where required
2. Organise learning to use management systems	2.1 Identify learning requirements of relevant stakeholders for use of an information and knowledge management system 2.2 Identify and secure resources required for learning activities to use an information and knowledge management system 2.3 Organise and facilitate learning activities 2.4 Promote and support use of the system throughout the organisation 2.5 Monitor and document effectiveness of learning activities
3. Review use of management system	3.1 Analyse effectiveness of system and report on strengths and limitations of the system 3.2 Recommend improvements to information and knowledge management system, where required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Writing	<ul style="list-style-type: none"> Prepares and produces documentation for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations
Oral Communication	<ul style="list-style-type: none"> Presents information using structure and language to suit the audience Uses active listening and questioning and reading of verbal and non-verbal signals to clarify information and to confirm understanding
Self-management	<ul style="list-style-type: none"> Takes responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation
Teamwork	<ul style="list-style-type: none"> Collaborates with others, sharing information to build strong work groups and avoid behaviours that are not conducive to a productive environment Elicits feedback and provides feedback to others in order to improve self or workgroup behaviours
Planning and	<ul style="list-style-type: none"> Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account

Skill	Description
organising	capabilities, efficiencies and effectiveness <ul style="list-style-type: none"> • Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities
Problem solving	<ul style="list-style-type: none"> • Applies systematic and analytical processes to address problems and make decisions in complex situations
Initiative and enterprise	<ul style="list-style-type: none"> • Investigates new and innovative ideas to continuously improve, work practices and processes
Technology	<ul style="list-style-type: none"> • Uses and investigates new digital technologies and applications to manage and manipulate data and communicate effectively with others

Unit Mapping Information

Supersedes and is equivalent to BSBINM501 Manage an information or knowledge management system.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>