



Australian Government

Department of Education, Employment and Workplace Relations

BSBINM501A Manage an information or knowledge management system

Release: 1

BSBINM501A Manage an information or knowledge management system

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to organise learning to use an information or knowledge management system and to manage the use of the system.</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 managers who have responsibility for seeing that key information and corporate knowledge are retained, accessible to others and improve business outcomes.</p> <p>The unit does not address the requirement to select the technical system (software or hardware), which is seen as the role of an information technology specialist, although in some smaller organisations this may be a part of the manager's role.</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. Organise learning to use information or knowledge management system	<ul style="list-style-type: none">1.1. Identify learning needs of relevant personnel and stakeholders for input into, and use of, an information or knowledge management system1.2. Identify and secure human, financial and physical resources required for learning activities to use an information or knowledge management system1.3. Organise and facilitate learning activities1.4. Promote and support use of the system throughout the organisation1.5. Monitor and document effectiveness of learning activities
2. Manage use of information or knowledge management system	<ul style="list-style-type: none">2.1. Ensure implementation of policies and procedures for the information or knowledge management system are monitored for compliance, effectiveness and efficiency2.2. Address implementation issues and problems as they arise2.3. Monitor integration and alignment with data and information systems2.4. Collect information on achievement of performance measures2.5. Manage contingencies such as system failure or technical difficulties by accessing technical specialist help as required
3. Review use of information or knowledge management system	<ul style="list-style-type: none">3.1. Analyse effectiveness of system and report on strengths and limitations of the system3.2. Review business and operational plan and determine how effectively the system is contributing to intended outcomes3.3. Make recommendations for improvement to system, policy or work practices

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical and problem-solving skills to ensure the system is working in accordance with organisational expectations and to deal with contingencies
- technology skills to work with and manage the use of the information or knowledge management system.

Required knowledge

- legislation, codes of practice and national standards, for example:
 - privacy and confidentiality legislation
 - freedom of information legislation
 - AS 5037:2005 Knowledge management - A guide
- organisational policies and procedures, for example:
 - records management
 - information management
 - customer service
 - commercial confidentiality
- organisational operations, and existing data and information systems.

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	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> analysis of the strengths and weaknesses of information or knowledge management system/s and evaluation of suitability for a particular work or organisational context knowledge of relevant legislation, codes of practice and national standards.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> access to system access to system user feedback.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> assessment of written reports reviewing and evaluating information or knowledge management systems direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate observation of presentations oral or written questioning to assess knowledge of relevant organisational policies and procedures review of identified learning needs personnel and stakeholders regarding the information or knowledge management system evaluation of monitoring and documentation about the effectiveness of learning activities analysis documentation reporting on the strengths and limitations of the system review of recommendations made for improvements to the system, policy or work practices.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,

EVIDENCE GUIDE

for example:

- other units from the Diploma of Management.

Range Statement

RANGE STATEMENT

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.

<i>Relevant personnel</i> include:	<ul style="list-style-type: none"> managers, leaders, supervisors and coordinators owners staff, team members and colleagues
<i>Stakeholders</i> include:	<ul style="list-style-type: none"> clients and customers employee representatives funding bodies industry, professional and trade associations regulatory bodies and authorities sponsors tenderers, suppliers and contractors
<i>Information or knowledge management</i> is defined as:	<ul style="list-style-type: none"> equipment, strategies, methods, activities and techniques used formally and informally by individuals and the organisation to identify, collect, organise, store, retrieve, analyse, share and draw on information and knowledge valuable to the work of the organisation
<i>An information or knowledge management system:</i>	<ul style="list-style-type: none"> comprises policies, protocols, procedures and practices to manage information or knowledge within the organisation and among relevant stakeholders
<i>Learning activities</i> include:	<ul style="list-style-type: none"> coaching and mentoring programs help desks information sessions, briefings, workshops and training programs paper-based or electronic (including intranet) learning opportunities use of expert workers such as coaches and mentors to help other personnel use the system
<i>Policies and procedures for the information or knowledge management system</i> cover:	<ul style="list-style-type: none"> complying with legislative requirements (such as privacy, confidentiality and defamation requirements) and other policies and procedures content guidelines

RANGE STATEMENT	
	<ul style="list-style-type: none"> ensuring accuracy and relevance of knowledge input into the system mechanisms, formats and styles of input to system, including appropriate alternative formats for people with a disability permissions for input removing out-of-date, inaccurate and content that is no longer relevant selecting, maintaining and disposing of knowledge in the system sharing knowledge in the system
<i>Performance measures</i> include:	<ul style="list-style-type: none"> key performance indicators other systems and measures to enable assessment of how, when, where and why outcomes are being achieved performance objectives performance standards (including codes of conduct) qualitative or quantitative mechanisms to measure individual performance

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		

