ICTSAD602 Conduct knowledge audits

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to conduct a knowledge management audit.

It applies to individuals in senior management positions who are responsible for high-level analysis of organisational strategies and practices.

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

Unit Sector

Systems analysis and design

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Conduct a knowledge needs analysis	1.1 Identify current and future directions of the business 1.2 Identify knowledge and skills required to support the current business activities 1.3 Identify knowledge and skills required to support future business directions
2. Analyse the knowledge inventory	2.1 Produce knowledge questionnaires to request information from staff about corporate knowledge 2.2 Identify explicit knowledge currently resident in data sources, such as policies, procedures, databases and libraries, and record its location

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify the accessibility, aim and integrity of the knowledge
	2.4 Identify the frequency of update of this knowledge, its previous versions, and its backup status
	2.5 Identify implicit knowledge currently resident in informal sources and organisational knowledge
3. Chart the knowledge flow	3.1 Examine how knowledge flows from one data store to another within the organisation, and how this flow is facilitated or impeded by policies, such as access control or records management policies
	3.2 Examine the procedures that facilitate the flow of knowledge within the organisation and their ease of use
	3.3 Identify the corporate and individual attitudes to knowledge within the organisation
4. Produce a knowledge audit report	4.1 Analyse the results of the knowledge audit
	4.2 Document findings and present to the appropriate person

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.2, 2.4, 2.5, 3.2, 4.1	• Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Writing	2.1, 4.2	• Writes, edits and proofreads documents to ensure clarity of meaning, and accuracy and consistency of information • Prepares documentation that expresses ideas, explores complex issues, and is constructed logically, succinctly and accurately
Navigate the world of work	2.2, 3.1-3.3	• Takes a lead role in the development of organisational goals, roles and responsibilities • Develops and implements strategies that ensure organisational policies, procedures and regulatory requirements are met • Monitors and reviews the organisation's policies, procedures and adherence to legislative requirements in order to implement and manage change

Interact with others	3.3, 4.2	• Selects, implements and manipulates communications systems, processes and practices for maximum impact
		• Develops and implements communications strategies with internal and external persons in order to build rapport
		• Influences and fosters a collaborative culture, facilitating a sense of commitment and workplace cohesion
Get the work done	1.1-1.3, 2.3-2.5, 3.1, 3.3, 4.1	• Plans strategic priorities and outcomes within a flexible, efficient and effective context, in a diverse environment exposed to competing demands
		• Gathers and analyses data and seeks feedback to improve plans and processes
		• Makes high-impact decisions in a complex and diverse environment, using input from a range of sources
		• Explores and incubates new and innovative ideas through unconstrained analysis and critical thinking to develop and improve the organisation's goals

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAD602 Conduct knowledge audits	ICASAD602A Conduct knowledge audits	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2