



**Australian Government**

# **BSBINS303 Use knowledge management systems**

**Release: 1**

## BSBINS303 Use knowledge management systems

### Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| 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 access a knowledge management system, use monitoring and review processes to provide feedback and improve own work practices using the system. This includes a range of strategies, methods, activities and techniques used by individuals and the organisation to identify, collect, organise, store, retrieve, analyse, share and apply knowledge to the work of the organisation.

The unit applies to individuals who use a broad range of competencies in various work contexts. They may exercise discretion and judgement using knowledge management to assist in increasing productivity, to improve quality or to recognise the benefits to the organisation through the improved use of knowledge.

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. Access and use knowledge management system    | 1.1 Identify requirements for use of knowledge management system<br>1.2 Access knowledge management system according to legislative, regulatory and organisational policies and procedures                                                                                 |
| 2. Input to knowledge management system          | 2.1 Collect, analyse and prepare inputs for contribution to system, according to organisational policies and procedures<br>2.2 Check inputs for clarity, accuracy, currency and relevance<br>2.3 Make inputs to system according to organisational policies and procedures |

|                                      |                                                                                                                                                                                                                                                      |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                      | 2.4 Analyse requirements of the system and make suggestions for improvements to relevant stakeholders                                                                                                                                                |
| 3. Review and improve work practices | 3.1 Provide feedback about clarity, accuracy, currency and relevance of system's output to relevant personnel<br>3.2 Document learning resulting from use of the system<br>3.3 Improve work practices as a result of learning from use of the system |

## 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                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading            | <ul style="list-style-type: none"> <li>Comprehends textual information, incorporating ideas and concepts from a range of sources, and checks for accuracy and relevance</li> </ul>                                                                                                                                                                                                                            |
| Writing            | <ul style="list-style-type: none"> <li>Documents information analysis and emphasises key outcomes using vocabulary and structure appropriate to audience</li> </ul>                                                                                                                                                                                                                                           |
| Oral Communication | <ul style="list-style-type: none"> <li>Expresses own observations and opinions using clear and specific language to relevant personnel</li> <li>Elicits views and information from others and obtains information by listening and questioning</li> </ul>                                                                                                                                                     |
| Self-management    | <ul style="list-style-type: none"> <li>Understands rights and responsibilities, and complies with explicit procedures in the workplace</li> </ul>                                                                                                                                                                                                                                                             |
| Teamwork           | <ul style="list-style-type: none"> <li>Identifies and takes steps to follow accepted communication practices and protocols when providing feedback</li> </ul>                                                                                                                                                                                                                                                 |
| Problem solving    | <ul style="list-style-type: none"> <li>Plans and implements routine tasks and workload making limited decisions on sequencing, timing and collaboration</li> <li>Uses basic functions of digital technology tools to read, record, search and input required information</li> <li>Uses analytical processes to review and evaluate the effectiveness of workplace systems and suggest improvements</li> </ul> |

## Unit Mapping Information

Supersedes and is equivalent to BSBINM302 Utilise a 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>