



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	Prepares and produces documentation for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations
Oral Communication	- 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	Takes responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation
Teamwork	- 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	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 Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities
Problem solving	Applies systematic and analytical processes to address problems and make decisions in complex situations
Initiative and enterprise	Investigates new and innovative ideas to continuously improve, work practices and processes
Technology	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>

Assessment Requirements for BSBINS501 Implement information and knowledge management systems

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- implement and review one information management system
- implement and review one knowledge management system
- facilitate learning on both these information and knowledge management systems.

In the course of the above, the candidate must:

- identify learning needs and plan and implement learning activities to enable personnel to use information and knowledge management system
- monitor performance and address issues and contingencies as they arise including:
 - accessing technical specialists, as required
 - applying correct policies and procedures for the information or knowledge management system
 - evaluating effectiveness of information or knowledge management system for intended outcomes
- recommend improvements to systems, policies and practices, where required.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- relevant legislation, regulation, standards and codes
- organisational policies and procedures, including those related to:
 - information management
 - knowledge management

- organisational operations and existing data and information systems
- relevant learning activities and key performance indicators.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, regulation, standards and codes relevant to information and knowledge management
- workplace systems, documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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