



Australian Government

BSBINS601 Manage knowledge and information

Release: 1

BSBINS601 Manage knowledge and information

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 develop and maintain information and data systems to support decision making, and to optimise the use of knowledge and learning throughout the organisation.

The unit applies to individuals who are responsible for ensuring that critical business information is readily available to review the organisation's performance and to ensure its effective functioning. It applies to a wide range of information assets such as business performance data, customer feedback, statistical data and financial data.

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. Collect relevant business information	1.1 Review staff and customer feedback and business performance data 1.2 Identify, define and analyse business issues 1.3 Identify information required to reach a decision on issues 1.4 Source and collect relevant, reliable information 1.5 Confirm information is reliable and valid and reject where contradictory or ambiguous 1.6 Consult relevant stakeholders and collect and review relevant knowledge
2. Analyse information	2.1 Create clear, relevant and consistent objectives for analysis

ELEMENT	PERFORMANCE CRITERIA
and knowledge	according to organisational requirements 2.2 Identify and interpret patterns and emerging trends according to organisational requirements 2.3 Use and interpret statistical analyses, where required 2.4 Use sensitivity analysis on relevant options 2.5 Document approach to analysis of information and knowledge and conclusions drawn 2.6 Adjust information and knowledge management decision support systems, where required
3. Decide rectification for business issues	3.1 Confirm sufficient valid and reliable information is available to support decisions 3.2 Use risk management plans to determine acceptable courses of action 3.3 Use relevant quantitative methods to assist decision making 3.4 Consult specialists and other relevant stakeholders 3.5 Make decisions and confirm decisions are consistent with organisational objectives, values and standards
4. Distribute information to the organisation	4.1 Confirm information requirements are documented and according to organisational requirements 4.2 Document information and update databases 4.3 Design and test systems to meet information requirements of relevant stakeholders 4.4 Confirm information and knowledge systems are current, accurate, relevant and sufficient for relevant stakeholders 4.5 Develop communication plan 4.6 Distribute information to relevant stakeholders according to organisational policies and procedures 4.7 Monitor and update communication distribution plans 4.8 Maintain relevant knowledge and support security of information

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	Organises, evaluates and critiques ideas and information from a wide range of complex texts

Skill	Description
	• Draws on a broad range of strategies to build and maintain understanding throughout complex texts
Writing	• Generates complex written texts, demonstrating control over a broad range of writing styles and purpose • Demonstrates sophisticated writing skills by selecting appropriate conventions and stylistic devices to express precise meaning
Oral Communication	• Encourages discussions and applies appropriate listening and questioning techniques while consulting with others • Presents complex information in formal situations using language, tone and pace appropriate for the audience and purpose
Numeracy	• Uses numeracy skills to interpret complex statistical and researched information, performing calculations on data to render it usable and reportable
Self-management	• Works autonomously making high level decisions to achieve and improve organisational goals
Planning and organising	• Plans and manages activities with implications for the whole organisation
Initiative and enterprise	• Makes high impact decisions, analysing input from a range of sources and, where appropriate, drawing on experience • Explores new and innovative ideas through analysis and critical thinking
Technology	• Uses digital technologies to manage knowledge and information and actively investigates new technologies for strategic and operational purposes

Unit Mapping Information

Supersedes and is equivalent to BSBINM601 Manage knowledge and information.

Supersedes but is not equivalent to:

- BSBLIB505 Develop disaster management plans
- BSBLIB605 Analyse and describe specialist and complex material
- BSBMGT801 Direct the development of a knowledge management strategy for a business
- BSBRKG603 Prepare a functional analysis for an organisation.

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 BSBINS601 Manage knowledge and information

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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:

- manage knowledge and information for an organisation or work area.

In the course of the above, the candidate must:

- source and analyse information for business decisions including:
 - identifying business problems and issues and related knowledge and data requirements
 - confirming the clear and relevant objectives for analysis of information
 - applying statistical analysis, sensitivity analysis and other techniques to draw conclusions relevant to decisions
 - ensuring sufficient valid and reliable information or evidence is available to support decisions
 - identifying and accessing sources of reliable information
 - using applicable technology
 - carrying out consultation with stakeholders and specialists
- contribute information and the outcomes of analysis to decision making
- distribute information to relevant stakeholders
- design, test and adjust information systems to meet needs and objectives.

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:

- existing and emerging technologies and how they can be used in knowledge and information management
- statistical analysis and other quantitative methods commonly used in decision making, including:
 - correlation calculations
 - short, medium-term and long-term trend analyses

- probability assessment
- dynamic programming
- linear programming
- queuing theory
- simulation
- key features of management information systems and decision support systems
- risk management plans and procedures for using to determine acceptable courses of action.

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, regulations, standards and codes relevant to managing knowledge and information
- workplace documentation and resources relevant to performance evidence
- relevant technology and equipment.

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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