



Australian Government

BSBMGT801 Direct the development of a knowledge management strategy for a business

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the performance outcomes, skills and knowledge required to develop a knowledge management strategy as a key business enabler.

It applies to senior managers, including strategic business analysts and executive managers, who use cognitive and creative skills to review, critically analyse, consolidate and synthesise knowledge, to generate ideas, and provide solutions to complex problems. They use communication skills to demonstrate their understanding of theoretical concepts and to transfer knowledge and ideas to others.

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

Unit Sector

Management and Leadership - Leadership

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. Analyse existing knowledge management systems	1.1 Evaluate existing arrangements for the capture and use of business knowledge from internal and external sources 1.2 Differentiate between knowledge management and information management systems within the organisation 1.3 Ensure the effectiveness of existing procedures and systems is evaluated in terms of meeting the needs of clients, organisational aims, objectives and standards 1.4 Identify the need for improvements in the organisation's

ELEMENT	PERFORMANCE CRITERIA
	strategic use of knowledge
2. Evaluate knowledge management options	2.1 Investigate barriers to capturing knowledge within the organisation 2.2 Review evaluations and recommendations regarding knowledge management software with respect to its usefulness and likeliness to benefit the organisation 2.3 Review investigations into incentives and reward systems to support knowledge management 2.4 Ensure that the required processes for maintaining an integrated knowledge management system are considered 2.5 Facilitate development of a business case to determine the viability of selected options and recommend a way forward for the organisation
3. Develop a knowledge-management strategy	3.1 Develop the knowledge management business strategy in consultation with senior staff for the capture and use of organisational knowledge 3.2 Ensure that business processes are designed to support knowledge management according to organisational needs and budget 3.3 Ensure that technology requirements for implementation of the strategy are costed and included in the organisational budget cycle 3.4 Ensure that the processes for the periodic review of knowledge management metrics within the business are in place to maintain ongoing effectiveness and continuous improvement 3.5 Ensure that the knowledge management strategy meets organisational requirements identified in its overall business plan and business strategy

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	1.1, 1.2, 2.1, 2.2, 2.3	- Sources, evaluates and critiques ideas and information from a range of complex texts - Analyses organisational information using appropriate

		benchmarks to establish understanding
Writing	3.1	Researches, plans and prepares strategic business plans for relevant stakeholders incorporating appropriate vocabulary, grammatical structure and conventions
Oral Communication	2.1, 3.1	Uses specialised vocabulary appropriate to context to discuss information and gather opinions, adjusting language and features to suit the audience
Numeracy	2.5, 3.2, 3.3	Selects and uses familiar mathematical techniques to determine costs associated with strategic decisions
Interact with others	2.1, 3.1	Collaborates with others to achieve joint outcomes, playing a lead role in facilitating effective interaction and influencing direction
Get the work done	1.1, 1.3, 1.4, 2.1-2.5, 3.1-3.3	- Systematically gathers and analyses all relevant information, reviews data and evaluates options in order to inform decisions about complex organisational strategies - Accepts responsibility for planning and sequencing complex tasks and workload - Negotiates agreed outcomes and required indicators and routinely monitors and reports on them to identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT801 Direct the development of a knowledge management strategy for a business	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBMGT801 Direct the development of a knowledge management strategy for a business

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Performance Evidence

Evidence of the ability to:

- research, implement, monitor and modify a knowledge management strategy for a business
- analyse and document the effectiveness of existing knowledge management systems
- research knowledge management options in the marketplace
- recommend an approach to knowledge management that meets organisational needs including a business case.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain knowledge management concepts, processes and trends
- outline internal and external sources of information
- differentiate between knowledge management and information management systems
- describe the legal, ethical and security issues relating to knowledge management
- outline organisational change management theory and methods
- explain records management and database management principles as they relate to knowledge management, particularly meta data.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- legislation, regulations and codes of practice

- organisational policies and procedures
- business equipment and resources
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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