



Australian Government

Department of Education, Employment and Workplace Relations

ICADBS501A Monitor and improve knowledge management system

Release: 1

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Modification History

Release	Comments
Release 1	This Unit first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to monitor and improve a knowledge management system.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Application of the Unit

This unit applies to knowledge engineers who are required to support and maintain an existing knowledge management system.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Investigate knowledge management system	1.1 Review structure of existing knowledge management system and develop an understanding of its operation 1.2 Interview clients and staff to determine information requirements 1.3 Identify frequently requested information 1.4 Create a structure for organising information 1.5 Document structure and forward to appropriate person for approval
2. Create knowledge management system	2.1 Retrieve identified information 2.2 Organise information to follow the approved structure 2.3 Document information structure
3. Distribute and monitor knowledge management system documentation	3.1 Distribute knowledge management system documentation to clients and staff 3.2 Gather feedback from clients and staff and incorporate into improving systems and processes 3.3 Monitor use of knowledge management system to determine effectiveness 3.4 Make changes to knowledge management system 3.5 Make knowledge management system documentation available 3.6 Implement and monitor process improvements

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to evaluate business needs
- communication skills to liaise with clients and team members to elicit information via:
 - interviews, including open and closed interview questions
 - surveys
- literacy skills to write technical reports
- planning and organisational skills to:
 - evaluate client-information needs and match them to appropriate resources
 - plan for short- and long-term capacity
- problem-solving skills to solve problems in existing knowledge management system
- research skills to review and renew business knowledge systems
- technical skills to work with existing knowledge management systems.

Required knowledge

- overview knowledge of:
 - current practices in the management of information within organisations
 - information sources available within an organisation
- detailed knowledge of:
 - current knowledge management systems
 - database structures and construction
 - procedures for reviewing new systems for organising information.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • monitor existing knowledge management systems • implement strategies to improve a new or existing knowledge management system.
Context of and specific resources for assessment	Assessment must ensure access to: • databases • organisational information requirements • information repositories • current knowledge management systems • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • verbal or written questioning of candidate to determine knowledge of knowledge management • review of candidate's completed documentation of knowledge management system • evaluation of candidate's improvements to existing knowledge management system.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate. Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed. Indigenous people and other people from a non-English speaking background may need additional support. In cases where practical assessment is used it should be combined with targeted questioning to assess required knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Clients</i> may include:	- clubs - external organisations - individuals - internal departments - internal employees.
<i>Requirements</i> may relate to:	- application - business - database - network - people in the organisation - platform - system.
<i>Information</i> may include:	- documents - other output - test pages - web pages.
<i>Systems and processes</i> may include:	- computer systems (hardware and software) - networks (local, national or international) - workflows, associated routines and operating procedures.
<i>Process improvements</i> may include:	- improved customer relationships - improved international or domestic competitiveness - improved value-adding - new or improved business processes - new products - reduction of production costs.

Unit Sector(s)

Database