



Australian Government

Department of Education, Employment and Workplace Relations

ICASAD602A Conduct knowledge audits

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 implement a knowledge management audit.

Application of the Unit

This unit applies to senior managers responsible for knowledge management within an organisation.

Licensing/Regulatory Information

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.

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. Conduct a knowledge need analysis	1.1 Identify current and future directions of the business 1.2 Identify knowledge and skills required to support the current business activities 1.3 Identify knowledge and skills required to support future business directions
2. Analyse the knowledge inventory	2.1 Produce knowledge questionnaires to request information from staff about corporate knowledge 2.2 Identify explicit knowledge currently resident in data sources, such as policies, procedures, databases and libraries; and record its location 2.3 Identify the accessibility, aim and integrity of the knowledge 2.4 Identify the frequency of update of this knowledge, its previous versions, and its backup status 2.5 Identify implicit knowledge currently resident in informal sources and organisational knowledge
3. Chart the knowledge flow	3.1 Examine how knowledge flows from one data store to another within the organisation, and how this flow is facilitated or impeded by policies, such as access control or records management policies 3.2 Examine the procedures that facilitate the flow of knowledge within the organisation and their ease of use 3.3 Identify the corporate and individual attitudes to knowledge within the organisation
4. Produce a knowledge audit report	4.1 Analyse the results of the knowledge audit 4.2 Document findings and present to the appropriate person

Required Skills and Knowledge

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

Required skills

- analytical skills to analyse knowledge requirements and the results of questionnaires
- communication skills to:
 - facilitate groups
 - liaise and negotiate with team members and management
 - present, transfer and collect information and gain consensus
- initiative and enterprise skills to forecast future directions and anticipate knowledge requirements
- literacy skills to update knowledge of products, software systems and technology
- planning and organisational skills to create, distribute and collect knowledge surveys
- research skills to specify, analyse and evaluate broad features of a particular business domain and solutions to project problems
- technical skills to formulate milestones.

Required knowledge

- organisation's business, policies, procedures and structure
- concepts of risk management planning and processes
- design and development of questionnaires
- procedures for analysis of completed questionnaires
- reporting mechanisms
- tools and models of project management.

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: • identify and document explicit and implicit knowledge in an organisation • identify knowledge required to meet current needs • forecast knowledge required to meet future needs.
Context of and specific resources for assessment	Assessment must ensure access to: • an organisation and its data sources • staff from the organisation • 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: • direct observation of candidate creating questionnaires • verbal or written questioning to assess candidate's knowledge of implicit and explicit knowledge • review of candidate's knowledge audit report.
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>Explicit knowledge</i> may include information held in:	• database management system (DBMS) • intranets • libraries • policies • procedures.
<i>Implicit knowledge</i> may include:	• informal networks of employees • the 'go-to' employee • those with a long-standing organisational knowledge • corporate memory.

Unit Sector(s)

Systems analysis and design