



Australian Government

Assessment Requirements for ICTICT605 Implement a knowledge management strategy

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- recognise the need for a knowledge management system in a contemporary organisation
- develop and implement a knowledge management system
- manage culture change in the management of knowledge
- review and improve systems and procedures.

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 the importance of knowledge management in a contemporary organisation
- discuss the difference between the business culture and the business model
- outline database design concepts for management knowledge
- identify and quantify internal and external sources of information
- discuss legal, ethical and security issues relating to knowledge management
- describe records management principles
- determine relevant legislation from levels of government that effect business operation, including:
 - workplace health and safety (WHS)
 - environmental issues
 - equal opportunity
 - industrial relations
 - anti-discrimination
- outline the structure of the business and its relationship to knowledge management.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:

- sample organisations and their structure, goals and knowledge requirements
- organisational business plans
- existing knowledge management strategies.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>