



Australian Government

Assessment Requirements for ICTICT818 Develop knowledge management strategies

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 7.0.

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:

- develop at least one knowledge management business strategy for at least one organisation.

In the course of the above, the candidate must:

- summarise management concepts, processes and trends
- apply legal, ethical and security issues relating to knowledge management
- discuss records management and database management principles as they relate to knowledge management, particularly metadata.

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:

- concepts, processes and trends for information and communications technology (ICT) organisational knowledge management
- advantages and disadvantages of knowledge management strategies
- differences between knowledge management and information management systems
- features of organisational knowledge management frameworks
- organisational policies, procedures, and legislation, that affect business operations
- functions and features of metadata
- legal, ethical and security issues relating to knowledge management
- organisational change-management theory and methods
- records management and database-management principles and how they relate to knowledge management, particularly metadata.

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:

- a workplace of sufficient complexity, to enable the required level of analysis to be carried out in relation to:
 - current business processes
 - existing knowledge management systems
 - the organisational culture
- relevant enterprise strategic documentation, including:
 - strategic planning
 - financial
 - ICT infrastructure
- organisational objectives and policies.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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