



Australian Government

PSPGEN151 Facilitate knowledge management

Release: 1

PSPGEN151 Facilitate knowledge management

Modification History

Supersedes and is equivalent to PSPMGT012 Facilitate knowledge management.

Application

This unit describes the performance outcomes, skills and knowledge required to manage knowledge and information in the business unit to improve productivity and organisational efficiency, promote innovation and meet business unit goals.

Those undertaking this unit work autonomously, performing complex tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Establish organisational context for knowledge management.
 - 1.1. Identify organisational history, culture, functions, strategic direction, performance and knowledge resources.
 - 1.2. Identify organisational strategies and goals that may be assisted by development of organisational capability in knowledge management.
 - 1.3. Identify legislation, regulations and policies that relate to knowledge management.
 - 1.4. Assess current knowledge management position of the organisation and determine strengths and weaknesses of its knowledge resources and activities.
 - 1.5. Undertake consultation with stakeholders to raise awareness of knowledge management and to establish goals for the business unit or the organisation.
 - 1.6. Identify and explore cultural aspects of knowledge and knowledge management in the context of the organisational environment.
2. Develop capability in knowledge management.
 - 2.1. Identify and promote benefits of knowledge management.
 - 2.2. Develop and align knowledge management initiatives with overall organisational strategy.
 - 2.3. Develop initiatives to build long term capability in knowledge management and a culture of sharing knowledge and creating new knowledge in the organisation.
 - 2.4. Build management and stakeholder support throughout knowledge management initiatives to ensure immediate successes are transformed into ongoing benefits.
3. Facilitate knowledge management.
 - 3.1. Facilitate methods for creating, discovering and acquiring knowledge in the business unit.
 - 3.2. Promote methods and systems for capturing and storing knowledge.
 - 3.3. Promote methods and systems for presenting, distributing and sharing knowledge.
 - 3.4. Facilitate activities for revising and disposing of knowledge.
4. Integrate aspects of knowledge management with information management.
 - 4.1. Integrate processes for the management of explicit knowledge with the organisation's information management systems.
 - 4.2. Record and store explicit knowledge.
 - 4.3. Facilitate structuring, maintaining and linking of explicit knowledge to related organisational information.
 - 4.4. Manage knowledge and information to improve their integration and use to meet business unit goals.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to PSPMGT012 Facilitate knowledge management.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN151 Facilitate knowledge management

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- apply legislation, regulations, policies, procedures and guidelines relating to knowledge management and information management
- show leadership and take risks in the context of knowledge management
- facilitate groups and learning
- communicate with a diverse range of stakeholders to build knowledge management capacity.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to knowledge management and information management, including those related to:
 - copyright
 - confidentiality,
 - freedom of information
 - intellectual property
 - privacy
 - security
- principles of knowledge management
- Australian Standard for knowledge management
- tools and techniques related to the introduction of knowledge management initiatives
- intersection of knowledge management with other disciplines, including organisational learning, information management, information technology, human resources management and communications
- cultural aspects of knowledge and knowledge management.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to knowledge management and information management
- current Australian Standard for knowledge management.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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