



Australian Government

PSPMGT012 Facilitate knowledge management

Release: 1

PSPMGT012 Facilitate knowledge management

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPMNGT614A Facilitate knowledge management. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to manage knowledge and information in the business unit to improve productivity and organisational efficiency, promote innovation and meet business unit goals. It includes establishing the organisational context for knowledge management, developing capability, facilitating knowledge management, and integrating aspects of knowledge management with records management.

This unit applies to those working to facilitate knowledge management within their organisation.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

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

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

Competency Field

Management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Establish the organisational context for knowledge management	1.1 Identify the organisation's history, culture, functions, strategic direction, performance and knowledge resources. 1.2 Identify organisational strategies and goals that may be assisted by the development of organisational capability in knowledge management. 1.3 Assess the current knowledge management position of the organisation and determine the strengths and weaknesses of its knowledge resources and activities. 1.4 Undertake consultation with stakeholders to raise and awareness of knowledge management and to establish goals for the business unit and/or the organisation. 1.5 Identify and explore the 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 the benefits of knowledge management. 2.2 Develop and align knowledge management initiatives with the overall organisational strategy. 2.3 Develop initiatives to build long-term capability in knowledge management and a culture of sharing knowledge and to create 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	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

management	and use to meet business unit goals.
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Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPMNGT614A 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>

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Assessment Requirements for PSPMGT012 Facilitate knowledge management

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to knowledge management and information management
- showing leadership and taking risks in the context of knowledge management
- facilitating groups and learning
- communicating with a diverse range of stakeholders to build knowledge management capacity

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to knowledge management and information management, including privacy, freedom of information
- principles of knowledge management
- Australian Standard for Knowledge management
- tools and techniques related to introduction of knowledge management initiatives
- intersection of knowledge management with other disciplines, including organisational learning, information management/technology, human resources management, communications
- cultural aspects of knowledge and knowledge management

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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