

Training Package	Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBINM302A	Utilise a knowledge management system	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to access and use a knowledge management system, to input into a knowledge management system, and to contribute to monitoring, reviewing and improving a knowledge management system and work practices. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Knowledge Management – Information Management
Application of the unit	This unit applies to individuals who apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of knowledge management to assist in increasing productivity, to improve quality or to recognise the benefits to the organisation through the improved use of knowledge. For the purpose of this unit, knowledge management is defined as the whole range of strategies, methods, activities and techniques used formally and informally by individuals and the organisation (as formalised in a knowledge management system) to identify, collect, organise, store, retrieve, analyse, share and apply knowledge to the work of the organisation.
Employability skills	This unit contains employability skills.

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> • making contributions to knowledge management system • records of outcomes resulting from the use of the system • knowledge of organisational policies and procedures for knowledge management. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • examples of information documents found in the workplace • access to system (within privacy and confidentiality provisions). 	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate • review of documentation outlining learning resulting from the use of the system • analysis of responses to case studies and scenarios • demonstration of techniques. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> • general administration units • other information management units.

Required Skills and Knowledge

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

Required skills

- analytical skills to classify and report information
- literacy skills to read and understand a variety of texts; and to write, edit and proofread documents to ensure clarity of meaning, accuracy and consistency of information
- problem solving skills to deal with information which is contradictory, ambiguous, inconsistent or inadequate
- technology skills to display information in a format suitable to the target audience.

Required knowledge

- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti discrimination
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety (OHS)
- organisational policies and procedures for knowledge management
- other relevant organisational policies and procedures, for example:
 - commercial confidentiality.
 - customer service
 - information management
- records management.

Element	Performance Criteria	Range Statement
1 Access and use knowledge management system	1.1 Access <i>knowledge management system</i> to assist with specific tasks, in line with system <i>procedures</i> .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>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.</p> <p><i>Knowledge management system</i> may include:</p> <ul style="list-style-type: none"> • planned and implemented system • policies • procedures and practices to manage knowledge within the organisation and among relevant stakeholders • protocols. <p><i>Procedures</i> may include:</p> <ul style="list-style-type: none"> • accessible operating instructions • accessible user manuals • criteria established for selecting and filtering input to the system • related policies and procedures covering: <ul style="list-style-type: none"> • consultation, participation, communication, and written and verbal reporting • documentation • data collection, storage and retrieval • privacy and confidentiality • quality • staff, professional development, training, and coaching and mentoring • work organisation • templates for the collection of input to the system.
	1.2 Administer system, in line with procedures.	
2 Input to knowledge management system	2.1 Gather, analyse and prepare <i>inputs</i> for contribution to the system, in line with procedures.	<p><i>Inputs</i> may be:</p> <ul style="list-style-type: none"> • electronic • paper based • verbal.
	2.2 Check inputs for clarity, accuracy, currency and relevance.	
	2.3 Make inputs to system, in line with procedures.	

Element	Performance Criteria	Range Statement
	2.4 Analyse requirements of the system and ensure suggestions for improvements are provided to relevant personnel.	Relevant personnel may include: <ul style="list-style-type: none"> • managers, leaders, supervisors and coordinators • owners • staff, team members and colleagues.
3 Review and improve work practices	3.1 Provide feedback about the clarity, accuracy, currency and relevance of the system's output to relevant personnel.	
	3.2 Document learning resulting from the use of the system.	
	3.3 Improve work practices as a result of learning from the use of the system.	