Contents

Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBINM302 Utilise a knowledge management system
Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to access a knowledge management system, use monitoring and review processes to provide feedback and improve own work practices using the system.

This includes a 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.

It 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.

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

Unit Sector

Knowledge Management – Information Management

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBINM302 Utilise a knowledge management system

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence	Evidence of the ability to: • access, use and review a knowledge management system in accordance with organisational policies and procedures • provide feedback to the organisation about improvements to the knowledge management system • produce records of outcomes resulting from the use of the system. 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: • identify key provisions of relevant legislation, regulations, standards and codes of practice that may affect knowledge management • describe organisational policies and procedures for knowledge management.
Assessment Conditions	Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in knowledge management – information management field of work and include access to: • office equipment and resources • examples of information documents found in the workplace • a knowledge management system (which can be a simulated system to satisfy privacy and confidentiality provisions). Assessors must satisfy NVR/AQTF assessor requirements.
Links	Companion volumes are available from the IBSA website - http://www.ibsa.org.au/companion_volumes

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBINM302 Utilise a knowledge management system*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic 1: Access and use knowledge management systems	
Suggested time allocation: **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–14
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBINM302 Utilise a knowledge management system*, Release 1 Topic 1: Access and use knowledge management systems	• Knowledge management systems (KMS) • Intellectual capital • Explicit and tacit knowledge
Suggested training strategies	
• Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for *BSBINM302 Utilise a knowledge management system*. You may wish to discuss recognition of prior learning processes with learners at this stage.	
• Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit.	
• Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment.	
• Encourage learners to maintain a learning journal as they undertake this unit of study. They should use the learning journal to record their workplace experience, their reflections on their learning, feedback they receive from trainers, supervisors, clients and their more experienced colleagues and their self-assessment of their performance in the workplace. Advise learners whether their learning journal could form a component of their assessment in this unit. The journal could be used when undertaking practical workplace activities, but may also be used for all knowledge and skill development activities such as class assignments, tests and research tasks set by the trainer. The journal can also record trainer and assessor feedback of formative and summative assessments; that is, the learner's progress towards achievement of the unit of competency.	
• The journal provides an opportunity for learners to demonstrate critical thinking, problem solving and higher cognitive skills as well as providing evidence of the achievement of required knowledge and skills. Learning journal activities can encourage collaborative learning within a group and encourage learners to take responsibility for their own learning.	

3.3 Learning mapping

BSBINM302 Utilise a knowledge management system, Release 1

Unit of competency		Content		Practice tasks	Learning checkpoint
Element 1: Access and use knowledge management system					
1.1	Access knowledge management system to assist with specific tasks, in line with system procedures	1A	Access a knowledge management system to help with tasks	1	LC1: Part A 1, 2, 3, 4 Part B 1, 2, 3
1.2	Administer system, in line with legislative, regulatory and organisational procedures	1B	Administer the system in line with procedures	2	LC1: Part A 4, 5, 6 Part B 4, 5, 6
Element 2: Input to knowledge management system					
2.1	Gather, analyse and prepare inputs for contribution to system, in line with procedures	2A	Gather, analyse and prepare inputs	3	LC2: Part A 1, 5
2.2	Check inputs for clarity, accuracy, currency and relevance	2B	Check inputs for clarity, accuracy, currency and relevance	4	LC 2: Part A 3, 6, 7 Part B 3
2.3	Make inputs to system, in line with procedures	2C	Make inputs according to organisational procedures	5	LC2: Part A 2 Part B 2
2.4	Analyse requirements of the system and ensure suggestions for improvements are provided to relevant personnel	2D	Analyse and improve the system	6	LC2; Part B 4, 5
Element 3: Review and improve work practices					
3.1	Provide feedback about clarity, accuracy, currency and relevance of system's output to relevant personnel	3A	Provide feedback on the system's output to relevant personnel	7	LC 3: Part A 1, 2, 3 Part B 1

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
Select and complete one of the following	Part B – Project: Utilising a knowledge management system at BizOps Enterprises You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment. OR • Part C – Project: Utilising a knowledge management system at work You will demonstrate your skills and knowledge by completing a project in your workplace.
Select and complete one of the following	Part D – Observation Your work performance will be documented while being observed by an assessor. OR Part E – Third-party report Your work performance will be documented using a third-party report completed by a relevant supervisor.

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

4.3 Assessment mapping

BSBINM302 Utilise a knowledge management system, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Access and use knowledge management system					
1.1 Access knowledge management system to assist with specific tasks, in line with system procedures	Q1			O1	O1
1.2 Administer system, in line with legislative, regulatory and organisational procedures	Q3	P1	P1		
Element 2: Input to knowledge management system					
2.1 Gather, analyse and prepare inputs for contribution to system, in line with procedures	Q4	P2	P2	O2	O2
2.2 Check inputs for clarity, accuracy, currency and relevance	Q5			O3	O3
2.3 Make inputs to system, in line with procedures	Q6			O9	O9
2.4 Analyse requirements of the system and ensure suggestions for improvements are provided to relevant personnel	Q7	P3	P3	O5	O5
Element 3: Review and improve work practices					
3.1 Provide feedback about clarity, accuracy, currency and relevance of system's output to relevant personnel		P4	P4	O6	O6
3.2 Document learning resulting from use of the system	Q8	P5	P5	O7	O7

4.5 Completing the record of outcome

Once all required assessment tasks and options have been completed satisfactorily by the candidate, the final assessment record of outcome form must be completed.

This must be submitted to your training organisation's records administration as soon as possible after the final assessment tasks are completed and marked. An example is provided here.

Record of outcome

Training organisation name:		
Candidate name:		
Unit code and title:	*BSBINM302 Utilise a knowledge management system,* Release 1	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		**Satisfactorily completed**
	Part A – Questioning	❑
	❑ Part B – Project: Utilising a knowledge management system at BizOps Enterprises OR ❑ Part C – Project: Utilising a knowledge management system at work	❑
	❑ Part D – Observation OR ❑ Part E – Third-party report	❑