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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
<p>Australian Qualifications Framework</p> <p>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.</p> <p>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.</p>	<p>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.</p>
<p>Volume of learning</p> <p>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</p>	<p>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.</p>

1.2 Resource quality assurance processes

Aspire's resources are developed with rigorous quality assurance (QA) practices in place.

The QA process includes five components that support VET sector requirements:

1. Independent external QA of Aspire resources is carried out by QA consultants who are not employed or subcontracted by Aspire for resource development and have no other involvement or interest in the operations of Aspire. These QA consultants have vocational competencies and current industry skills relevant to the unit and/or current knowledge and skills in vocational teaching and learning. QA consultants also hold either:
 - TAE40110 Certificate IV in Training and Assessment (or its successor)
 - a diploma or higher level qualification in adult education.
2. Aspire engages with relevant industry bodies to ensure its resources meet industry needs (as identified in each individual unit of competency). This involves networking on an ongoing basis with industry networks, peak bodies and/or employers, and obtaining their feedback on resource content and assessments.
3. Resources are also reviewed by various training organisations and learner groups prior to release, to obtain and address feedback concerning resource usability.
4. Aspire uses external writers and/or subject matter experts who have relevant qualifications to an appropriate level in the subject area of the unit and current knowledge and skills in vocational teaching and learning.
5. Aspire's instructional design team has the following qualifications or similar:
 - Certificate IV in Training and Assessment or higher (with a preference for Diploma of VET)
 - TAESS00001 Assessor Skill Set or its successor.

Section 2: Unit of competency information

2.1 Unit of competency

BSBINM501 Manage an information or 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 organise training for others for an information or knowledge management system and to manage the use of the system.

It applies to individuals who are responsible for seeing that key information and corporate knowledge are retained, accessible to others and improve business outcomes.

The unit applies to information or knowledge management systems which comprise policies, protocols, procedures and practices to manage information or knowledge within the organisation and among relevant stakeholders.

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 BSBINM501 Manage an information or knowledge management system

Modification History

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

Performance evidence	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • identify learning needs and plan and implement learning activities to enable personnel to use information or knowledge management system including <ul style="list-style-type: none"> – providing human, financial and physical resources as required – use of coaching, mentoring, information sessions, workshops, training programs and e-learning as appropriate • monitor performance and address issues and contingencies as they arise including <ul style="list-style-type: none"> – accessing technical specialists as required – correct application of policies and procedures for the information or knowledge management system – alignment and effectiveness of the policies and procedures – effectiveness of information or knowledge management system for intended outcomes • recommend improvements to systems, policies and practices as appropriate. <p>Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.</p>
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Section 3: Training requirements

3.1 Delivery approach

To comply with the requirements of the VET Quality Framework (VQF) and the Standards for Registered Training Organisations/Australian Quality Training Framework (AQTF), RTOs must develop a training and assessment strategy for the training programs they deliver. The training and assessment approach adopted by an RTO must accord with the need of their learners, current industry requirements and the requirements of the training package.

Trainers and assessors must make judgments about the most appropriate way to meet these requirements. These judgments should form part of the organisation's overall training and assessment strategy.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBINM501 Manage an information or 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: Organise learning to use information or knowledge management system	
<p>Suggested time allocation: 20 hours</p> <p>Suggested resources:</p> <ul style="list-style-type: none"> • Recommended reading • Slide presentation software 	<p>Slide nos: 2–12</p>
Recommended reading	Terminology checklist
<p>Aspire learner guide <i>BSBINM501 Manage an information or knowledge management system</i>, Release 1</p> <p>Topic 1: Organise learning to use information or knowledge management system</p>	<ul style="list-style-type: none"> • Information management system • Knowledge management system • Marketing information systems (MIS) • Customer information systems (CIS) • Customer relationship management (CRM) • Systems and knowledge banks or knowledge management systems (KMS) • Training needs analysis (TNA) • Competency map analysis • Stakeholder • Learning needs • Tacit knowledge • Explicit knowledge • Individual learning activities • Group-based learning activities • Classroom-based training • Syndicate project work • Work group activities • Registered training organisation • Australian Quality Training Framework (AQTF)
Suggested training strategies	
<ul style="list-style-type: none"> • Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for <i>BSBINM501 Manage an information or knowledge management system</i>. You may wish to discuss recognition of prior learning processes with learners at this stage. 	

3.3 Learning mapping

BSBINM501 Manage an information or knowledge management system, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Organise learning to use information or knowledge management system			
1.1 Identify learning needs of relevant personnel and stakeholders for input into and use of an information or knowledge management system	1A Identify knowledge management system learning needs	1	LC 1: Part A 1, 2, 3
1.2 Identify and secure human, financial and physical resources required for learning activities to use an information or knowledge management system	1B Identify resources required for the use of a knowledge management system	2	LC 1: Part A 4, 5, 6
1.3 Organise and facilitate learning activities	1C Organise and facilitate learning activities	3	LC 1: Part A 7, 8
1.4 Promote and support use of the system throughout the organisation	1D Promote and support the use of the system throughout the organisation	4	LC 1: Part B 1, 2, 3
1.5 Monitor and document effectiveness of learning activities	1E Monitor and document the effectiveness of learning activities	5	LC 1: Part B 1, 2, 3
Element 2: Monitor and document effectiveness of learning activities			
2.1 Ensure implementation of policies and procedures for the information or knowledge management system are monitored for compliance, effectiveness and efficiency	2A Ensure knowledge management systems are compliant, effective and efficient	6	LC 2: Part A 1, 3
2.2 Address implementation issues and problems as they arise	2B Address implementation issues and problems as they arise	7	LC 2: Part B 1, 2, 3

How to use the assessment plan

Once assessment tasks and options have been discussed with the candidate, required and preferred tasks should be selected and documented in the assessment plan. An example of the assessment plan is provided here.

Assessment plan	
Training organisation name:	
Candidate name:	
Phone number:	
Date:	
Email:	
Assessor name:	
Unit of competency:	<i>BSBINM501 Manage an information or knowledge management system, Release 1</i>
Assessment tasks selected:	Part A – Questioning Select and complete one of the following: <input type="checkbox"/> Part B – Project: Managing an information management system at BizOps Enterprises OR <input type="checkbox"/> Part C – Project: Managing an information management system at work Select and complete one of the following: <input type="checkbox"/> Part D – Observation OR <input type="checkbox"/> Part E – Third-party report

4.3 Assessment mapping

BSBINM501 Manage an information or 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: Organise learning to use information or knowledge management system					
1.1 Identify learning needs of relevant personnel and stakeholders for input into and use of an information or knowledge management system	Q1	P1	P1	O1	O1
1.2 Identify and secure human, financial and physical resources required for learning activities to use an information or knowledge management system	Q2, Q3	P2	P2		
1.3 Organise and facilitate learning activities	Q4	P3, P4	P3, P4		
1.4 Promote and support use of the system throughout the organisation	Q5			O2	O2
1.5 Monitor and document effectiveness of learning activities	Q6, Q7	P5, P6	P5, P6		
Element 2: Monitor and document effectiveness of learning activities					
2.1 Ensure implementation of policies and procedures for the information or knowledge management system are monitored for compliance, effectiveness and efficiency	Q8	P7, P8		O3, O4	O3, O4
2.2 Address implementation issues and problems as they arise		P9, P10	P9, P10	O5	O5

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:	<i>BSBINM501 Manage an information or knowledge management system, Release 1</i>	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		Satisfactorily completed
	Part A – Questioning	<input type="checkbox"/>
	<input type="checkbox"/> Part B – Project: Managing an information management system at BizOps Enterprises	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part C – Project: Managing an information management system at work	
	<input type="checkbox"/> Part D – Observation	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part E – Third-party report	