

## Unit 421

## Manage knowledge in an organisation

<b>UAN:</b>	<b>A/506/2032</b>
<b>Level:</b>	4
<b>Credit value:</b>	5
<b>GLH:</b>	34
<b>Relationship to NOS:</b>	Management & Leadership (2012) National Occupational Standards: <ul style="list-style-type: none"><li>• CFAM&amp;LEC2 Manage information, knowledge and communication systems</li><li>• CFAM&amp;LEC3 Develop knowledge and make it available</li></ul>
<b>Assessment requirements specified by a sector or regulatory body:</b>	Skills CFA Assessment Strategy Competence units (S/NVQ)
<b>Aim:</b>	This unit aims to develop the knowledge and skills required to manage knowledge in an organisation and introduces learners to the key principles underpinning knowledge management. Upon completion of this unit, learners will be able to identify knowledge to be managed within an organisation, and consequently manage knowledge within an organisation.

<b>Learning outcome</b>
The learner will: 1. understand the principles of knowledge management
<b>Assessment criteria</b>
The learner can: 1.1 explain the concept, scope and importance of knowledge management 1.2 explain the concept of intellectual property 1.3 identify the business drivers that lead to effective knowledge management 1.4 explain the risks associated with knowledge management and their potential implications 1.5 explain the importance of engaging others and communicating knowledge management issues and activities 1.6 explain best practice principles and techniques for effective knowledge management 1.7 describe strategies to manage tacit and explicit knowledge.

<b>Learning outcome</b>
The learner will: 2. be able to identify knowledge to be managed within an organisation
<b>Assessment criteria</b>
The learner can: 2.1 identify the criteria against which knowledge will be managed 2.2 engage colleagues in identifying the knowledge to be managed.

<b>Learning outcome</b>
The learner will: 3. be able to manage knowledge within an organisation
<b>Assessment criteria</b>
The learner can: 3.1 implement actions in accordance with the knowledge management plan 3.2 adhere to security processes for the collection, storage and retrieval of knowledge 3.3 evaluate the extent to which current knowledge management systems and processes are fit for purpose 3.4 recommend improvements to processes and systems to manage knowledge 3.5 assess the likely impact and implications of the loss of knowledge.