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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
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

BSBINM601 Manage knowledge and information

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 develop and maintain information processing systems to support decision making; and to optimise the use of knowledge and learning throughout the organisation.

It applies to individuals who are responsible for ensuring that critical knowledge and information are readily available to review the organisation's performance and to ensure its effective functioning. It applies to a wide range of knowledge and information such as business performance data, customer feedback, statistical data and financial data.

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 BSBINM601 Manage knowledge and information

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"> source and analyse information for business decisions including: <ul style="list-style-type: none"> identifying business problems and issues and related knowledge and data requirements confirming the clear and relevant objectives for analysis of information applying statistical analysis, sensitivity analysis and other techniques to draw conclusions relevant to decisions ensuring sufficient valid and reliable information or evidence is available to support decisions using formal and informal networks to source information not held in formal systems identifying and accessing sources of reliable information using technology as appropriate consultation with stakeholders and specialists contribute information and the outcomes of analysis to decision making disseminate information to relevant groups and individuals including: <ul style="list-style-type: none"> documenting information and updating databases meeting identified needs of recipients adhering to legal and organisational requirements for privacy and security developing and implementing communication plans design, test and adjust information systems to meet needs and objectives including: <ul style="list-style-type: none"> management information systems and decision support systems use of technology for optimum efficiency and quality storage and retrieval of information. <p>Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.</p>
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3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBINM601 Manage knowledge and information*. 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: Obtain information relevant to business issues	
Suggested time allocation: 15 hours Suggested resources: <ul style="list-style-type: none"> Recommended reading Slide presentation software 	Slide nos: 2–13
Recommended reading	Terminology checklist
Aspire learner guide <i>BSBINM601 Manage knowledge and information</i> , Release 1 Topic 1: Obtain information relevant to business issues	<ul style="list-style-type: none"> Knowledge management Information management Staff performance appraisals Third party reports Community perception Market share and sales Continuous improvement Continuous data analysis Code Surmise Concurrent analysis Barcoding Data mining Specialised/customised systems Triangulation Complementary Multi-dimensional Corporate knowledge Central repository Strategic methods and plans
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>BSBINM601 Manage knowledge and information</i>. You may wish to discuss recognition of prior learning processes with learners at this stage. 	

3.3 Learning mapping

BSBINM601 Manage knowledge and information, Release 1

Unit of competency	Content	Practice tasks	Learning checkpoint
Element 1: Obtain information relevant to business issues			
1.1 Review staff and customer feedback and business performance data	1A Review staff and customer feedback and business performance data	1	LC 1: Part B 1, 2
1.2 Identify, define and analyse business problems and issues	1B Identify, define and analyse business problems and issues	2	LC 1: Part A 1 Part B 3
1.3 Identify information required to reach a decision on problems/issues	1C Identify information required to reach a decision on problems and issues	3	LC 1: Part B 3
1.4 Source and gather reliable information	1D Source, gather and test information for reliability and validity and reject where necessary	4	LC 1: Part B 4
1.5 Test information for reliability and validity and reject where contradictory or ambiguous	1D Source, gather and test information for reliability and validity and reject where necessary	4	LC 1: Part A 5
1.6 Utilise formal and informal networks to access corporate knowledge/memory not held in formal systems and review appropriately	1E Utilise and review formal and informal networks to access corporate knowledge not held in formal systems	5	LC 1: Part A 2, 3, 4
Element 2: Analyse information and knowledge			
2.1 Ensure objectives for analyses are clear, relevant and consistent with the decisions required	2A Ensure objectives for analyses are clear, relevant and consistent with required decisions	6	LC 2: 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	<p>Part A – Questioning</p> <p>You will demonstrate a sound knowledge of the unit requirements in your responses.</p>
Select and complete one of the following	<p>Part B – Project: Managing knowledge and information at BizOps Enterprises</p> <p>You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment.</p> <p>OR</p> <p>Part C – Project: Managing knowledge and information at work</p> <p>You will demonstrate your skills and knowledge by completing a project in your workplace.</p>
Select and complete one of the following	<p>Part D – Observation</p> <p>Your work performance will be documented while being observed by an assessor.</p> <p>OR</p> <p>Part E – Third-party report</p> <p>Your work performance will be documented using a third-party report completed by a relevant supervisor.</p>

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.

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:	BSBINM601 Manage knowledge and information, Release 1
Assessment tasks selected:	<p>Part A – Questioning</p> <p>Select and complete one of the following:</p> <p><input type="checkbox"/> Part B – Project: Managing knowledge and information at BizOps Enterprises OR</p> <p><input type="checkbox"/> Part C – Project: Managing knowledge and information at work</p> <p>Select and complete one of the following:</p> <p><input type="checkbox"/> Part D – Observation OR</p> <p><input type="checkbox"/> Part E – Third-party report</p>

4.3 Assessment mapping

BSBINM601 Manage knowledge and information, 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: Obtain information relevant to business issues					
1.1 Review staff and customer feedback and business performance data	Q11, Q12, Q13	P1, P2, P3	P1, P2, P3		
1.2 Identify, define and analyse business problems and issues	Q6, Q7	P4, P5	P4, P5		
1.3 Identify information required to reach a decision on problems/issues		P6	P6		
1.4 Source and gather reliable information		P7	P7	O1	O1
1.5 Test information for reliability and validity and reject where contradictory or ambiguous	Q8, Q9				
1.6 Utilise formal and informal networks to access corporate knowledge/memory not held in formal systems and review appropriately				O2	O2
Element 2: Analyse information and knowledge					
2.1 Ensure objectives for analyses are clear, relevant and consistent with the decisions required		P8, P9	P8, P9		
2.2 Identify patterns and emerging trends correctly and interpret as to cause and effect		P10	P10		

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:	BSBINM601 Manage knowledge and information, Release 1	
Assessor name:		
Assessor email:		
Assessor phone number:		
Assessment tasks:		Satisfactorily completed
	Part A – Questioning	<input type="checkbox"/>
	<input type="checkbox"/> Part B – Project: Managing knowledge and information at BizOps Enterprises	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part C – Project: Managing knowledge and information at work	
	<input type="checkbox"/> Part D – Observation	<input type="checkbox"/>
	OR	
	<input type="checkbox"/> Part E – Third-party report	