Overview

This standard is about developing knowledge – relevant information and expertise – in your area of responsibility and making it available to those who need it and have a right to it.

This standard is relevant to who have responsibility for managing knowledge in their area of responsibility.

This standard links to all the other standards in key area *EC Manage information and knowledge.*

Performance criteria

You must be able to:

P1   Engage appropriate people in your area of responsibility in developing knowledge and making it available.

P2   Identify where key knowledge is created, developed and shared in your area of responsibility and how it is made available to other departments or organisations.

P3   Identify and access networks, communities and other sources of knowledge relevant to your area of responsibility.

P4   Implement agreed standards and processes that support knowledge creation, development, sharing and capture and which ensure that valuable knowledge is recorded.

P5   Provide the systems and tools required to support the development, recording and sharing of knowledge.

P6   Provide the training, support and guidance required to allow people to use knowledge management systems and tools effectively.

P7   Identify where work practices and behaviours hinder effective knowledge development and sharing and implement any changes required.

P8   Encourage people to share knowledge and use knowledge management standards, systems, tools and processes.

P9   Evaluate the risks involved in knowledge management and take appropriate action to manage risks.

P10   Protect intellectual property from unauthorised use.

P11   Monitor the use of knowledge management standards, systems, tools and processes in your area of responsibility to ensure that knowledge developed through individual and group work activities is effectively captured and made available to those who may benefit from it.

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Develop knowledge and make it available

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

K1 Knowledge management principles, techniques and good practice.

K2 The support and guidance people may need to use knowledge management systems and tools effectively.

K3 How to identify when work practices or behaviours may help or hinder effective knowledge management.

K4 How to encourage people to share knowledge and use knowledge management standards, systems, tools and processes.

K5 How to ensure that knowledge developed through individual and group work activities is effectively captured and made available to those who may benefit from it.

K6 How to evaluate risks and manage significant risks involved in knowledge management.

K7 The importance of protecting intellectual property from unauthorised use, and how to do so.

Industry/sector specific knowledge and understanding

You need to know and understand:

K8 Industry/sector requirements for knowledge management.

Context specific knowledge and understanding

You need to know and understand:

K9 How knowledge is created, developed, shared and used in your area of responsibility and how it is exchanged with other departments or organisations.

K10 Networks, communities and other sources of knowledge relevant to your area of responsibility.

K11 Your organisation's standards and processes to support knowledge management.

K12 Systems and tools available in your organisation to support knowledge management.

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Behaviours

1 Identify people's information needs

2 Listen actively, ask questions, clarify points and restate or rephrase statements to check mutual understanding

3 Identify people's preferred ways of communicating

4 Use communication media and styles appropriate to different people and situations

5 Present information clearly, concisely, accurately and in ways that promote understanding

6 Comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes

7 Protect the confidentiality and security of information

8 Check the accuracy and validity of information

9 Analyse and structure information to develop knowledge that can be shared

10 Make appropriate information and knowledge available promptly to those who need it and have a right to it

11 Develop systems to gather and manage information and knowledge effectively, efficiently and ethically

12 Encourage others to share information and knowledge within the constraints of confidentiality

Skills

When performing to this standard, you are likely to demonstrate the following skills:

- Analysing

- Assessing

- Communicating

- Decision-making

- Evaluating

- Information management

- Involving others

- Monitoring

- Obtaining feedback

- Planning

- Presenting information

- Providing feedback

- Questioning

- Reviewing

CFAM&LEC3 – SQA Unit Code HL41 04
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