

SFJHI1 - SQA Unit Code F33C 04

Plan, implement and manage the sharing of knowledge and good practice to inform innovation and improve service delivery



Overview

This Unit is about sharing knowledge and good practice both within organisations and between organisations to inform and improve practice and service delivery. It will also assist managers to overcome barriers and obstacles to the sharing of knowledge and good practice to the benefit of the sector. It is aimed at helping managers to identify areas of good practice within their own areas of responsibility and sharing this with others. It is also aimed at helping managers to learn from the experience of others and be open to ideas generated outside their own organisation which could be used, modified or adapted within their own work context to improve practice and service delivery. The Unit encourages managers to review the sharing of good practice within their own organisation i.e. encouraging the development of a 'learning organisation'. It also supports and underpins partnership working.

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Performance criteria

- You must be able to:*
- P1 identify reasons for sharing knowledge and good practice to improve service delivery and share with others in the organisation
 - P2 continuously review processes and practice within own area of responsibility and evaluate their value and potential for transferability to other settings internally and externally
 - P3 research known relevant benchmarks of good practice and assess identified own good practice against them
 - P4 identify and use any existing knowledge sharing arrangements within own organisation
 - P5 communicate arrangements for sharing good practice with relevant decision makers in the organisation and gain their agreement and commitment to the process
 - P6 create and take opportunities to develop arrangements to share knowledge and good practice with internal and external stakeholders
 - P7 identify and take opportunities to access knowledge on good practice from sources external to the organisation that may inform own practice
 - P8 evaluate knowledge received in the context of own management and operational area, and check for validity and transferability
 - P9 use knowledge received to inform and improve own and organisational practice and service delivery
 - P10 carry out an audit of own organisation to review knowledge assets and sharing processes with a view to identifying organisational good practice that could be shared with others within own area of responsibility
 - P11 identify inadequacies in knowledge assets and ways of correcting them and create opportunities to improve the knowledge assets and knowledge sharing processes within own organisation
 - P12 promote the value of sharing knowledge and good practice to enhance organisational practice and service delivery to stakeholders
 - P13 ensure that the knowledge exchange/sharing process complies with organisational protocols and procedures and all legal and ethical requirements

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Knowledge and understanding

You need to know and understand:

- K1 reasons for sharing knowledge of good practice with others
- K2 ways of benchmarking good practice and why this is important
- K3 why it is important to consider whether knowledge being shared is transferable
- K4 what a knowledge asset is and why they are important to the business
- K5 the value of sharing knowledge and good practice with others to enhancing the knowledge asset of the business and bringing added value and why it is important to promote the benefits to others
- K6 how to conduct a knowledge audit
- K7 the contribution that sharing knowledge and good practice makes to the continuous quality improvement of service delivery
- K8 legal requirements and Codes of Practice relating to sharing knowledge across the Justice Sector

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Additional Information

Behaviours

1. You constantly seek to review own and organisational performance to identify good practice which can be shared with others
2. You communicate and promote the reasons for sharing good practice with others both inside and outside the organisation to facilitate the exchange process
3. You find practical ways to overcome internal and external barriers to the exchange process
4. You comply with and ensure that others comply with legal requirements, organisational policies and professional codes of practice, including those relating to intellectual property
5. You make use of good practice from others, both internal and external to the organisation, to improve own service delivery
6. You seek and create opportunities to use good practice from others to improve the service delivery of the organisation
7. You seek and create opportunities to share own good practice with others
8. You operate within the boundaries of your own role and responsibility
9. You construct opportunities for value added relationships

Skills

Communicating
Negotiating
Involving others
Consulting
Planning
Reviewing
Networking
Problem solving
Analysing
Monitoring
Decision making
Prioritising
Managing information
Reflecting

Links to other NOS

This unit is linked to but distinct from Unit HF14: Plan, implement and manage systems for the exchange of sensitive information, data and intelligence

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Suite Managing Justice Sector Services

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