



Oxford Cambridge and RSA

## OCR Level 2 NVQ Certificate in Team Leading – Unit 13

Unit Title:	Manage knowledge in own area of responsibility (E12)
OCR Unit Number:	12
Unit Number:	T/600/9730
Level:	3
Credit value:	4
Guided learning hours:	15

### Unit purpose and aim

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This unit will ensure that learners are able to understand how knowledge is managed, using agreed procedures and processes in own organisation.

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to understand existing knowledge management in own area of responsibility.	1.1 Describe how knowledge is gained and applied in own area of responsibility.	This may include: <ul style="list-style-type: none"><li>• Sharing knowledge</li><li>• Group activities</li><li>• Individual activity</li><li>• Networks</li><li>• Communities.</li></ul>
	1.2 Explain how knowledge is shared in own area of responsibility.	This may include: <ul style="list-style-type: none"><li>• Management standards</li><li>• Systems</li><li>• Tools</li><li>• Processes.</li></ul>
	1.3 Outline how intellectual property is protected in own area of responsibility.	This may include: <ul style="list-style-type: none"><li>• Passwords</li><li>• Safe systems</li><li>• Locked resources.</li></ul>
2 Be able to develop knowledge.	2.1 Identify established processes and procedures which can develop knowledge.	This may include: <ul style="list-style-type: none"><li>• Supervisions</li><li>• Performance Management</li><li>• Professional development</li><li>• One to one discussions.</li></ul>
	2.2 Explain how to support individuals to ensure knowledge development processes are followed.	This may include: <ul style="list-style-type: none"><li>• Outcomes of supervisions, performance management reviews and professional development requests.</li></ul>

Learning Outcomes	Assessment Criteria	Exemplification
3 Be able to share knowledge.	<p>3.1 Communicate established processes which share knowledge across own area of responsibility.</p> <p>3.2 Explain how to support individuals to ensure knowledge sharing processes are followed.</p>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Work based training</li> <li>• Job shadowing</li> <li>• Databases</li> <li>• Workshops</li> <li>• One to one reviews.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Linking colleagues to review work based practices</li> <li>• Access to database of procedural and operational procedures</li> <li>• Workshop attendance and involvement.</li> </ul>
4 Be able to monitor and evaluate knowledge management in own area of responsibility.	<p>4.1 Assess the knowledge development process in own area of responsibility.</p> <p>4.2 Implement any changes to improve knowledge management.</p> <p>4.3 Monitor change and development in the knowledge development process.</p>	<p>This may include;</p> <ul style="list-style-type: none"> <li>• Knowledge assessed against standards</li> <li>• Reviews of practices and feedback from others</li> <li>• Take up of development opportunities presented.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Involvement of new mentors and assessors</li> <li>• Database inclusions</li> <li>• Increase workshop involvement.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Assessment of knowledge data</li> <li>• Reviews on team members.</li> </ul>

## Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which will need to be made available to the OCR external verifier.

Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. Assessment must be based on naturally occurring evidence from the workplace.

## Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace

or you must provide tangible evidence of your real work activities. Simulation is not allowed for this unit.

## Guidance on assessment and evidence requirements

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You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- Professional discussion with your assessor in respect of types of knowledge systems in your area of work.
- Reports you have written in respect of the impact on knowledge sharing and systems

## Details of relationship between the unit and national occupational standards

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This unit is based on the NOS produced by the Management Standards Centre (MSC)

Management and Leadership NOS unit E11 Communicate information and knowledge

**NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).**

## Resources

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Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

## Additional information

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For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk)

## OCR Level 2 NVQ Certificate in Team Leading

### Evidence Record Sheet

#### Unit 12 Manage knowledge in own area of responsibility (E12)

I confirm that the evidence provided is a result of my own work.

Signature of candidate: \_\_\_\_\_ Date: \_\_\_\_\_

Evidence reference	Evidence title	Assessment method	LO1			LO2		LO3		LO4		
			1.1	1.2	1.3	2.1	2.2	3.1	3.2	4.1	4.2	4.3

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: \_\_\_\_\_ Name (in block capitals): \_\_\_\_\_ Date: \_\_\_\_\_

Countersignature of qualified assessor (if required) and date: \_\_\_\_\_

IV initials (if sampled) and date: \_\_\_\_\_ Countersignature of qualified IV (if required) and date: \_\_\_\_\_

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