



Oxford Cambridge and RSA

OCR Level 7 NVQ Diploma in Management – Unit 8

Unit Title:	Promote knowledge management across an organisation (E13)
OCR Unit Number:	8
Unit Number:	J/600/9733
Level:	7
Credit value:	7
Guided learning hours:	30

Unit purpose and aim

This unit will ensure that learners can develop, support and monitor knowledge management strategies and systems across an organisation.

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to develop strategies and procedures to facilitate knowledge management.	1.1 Define the knowledge management needs of an organisation. 1.2 Identify how to access specialists in managing knowledge and developing knowledge management systems. 1.3 Identify key areas for development of knowledge management 1.4 Produce a strategic plan for knowledge management to meet the needs of an organisation and protect intellectual property.	This may include: <ul style="list-style-type: none">• The vision, values and objectives of the organisation• Trends and developments within the sector• Legal requirements and other relevant codes of practice that need to be complied with• Needs and expectations of stakeholders• The roles and responsibilities of teams and individuals• How to measure current levels of knowledge within the organisation and conduct a 'gap analysis'• Anticipated and potential turnover of staff and succession planning• Specialist sources of expertise that can be called upon.
2 Be able to support knowledge management.	2.1 Communicate the knowledge management strategy across an organisation.	This may include: <ul style="list-style-type: none">• Reporting structures and channels of communication within the organisation

Learning Outcomes	Assessment Criteria	Exemplification
	<p>2.2 Identify knowledge management role models who embody the values of the organisation.</p> <p>2.3 Assess resource needed to support knowledge management across an organisation.</p> <p>2.4 Identify role models to champion knowledge management procedures and processes across an organisation.</p>	<ul style="list-style-type: none"> • How to plan a SMART programme for implementation of the strategy (specific, measurable, achievable, realistic, time-bound) • The measurable criteria that will be used to evaluate the effectiveness of the programme • Different methods of promoting knowledge within the organisation • How to involve existing sources of expertise within the organisation • Resource requirements in relation to the development of knowledge within the organisation.
3 Be able to monitor and evaluate knowledge management across an organisation.	<p>3.1 Monitor the effectiveness of the knowledge management system.</p> <p>3.2 Review the effectiveness of knowledge management promotions.</p> <p>3.3 Implement changes to the knowledge management system.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Systems and procedures for measuring the effectiveness of the knowledge management programme • Ways of seeking and evaluating feedback from stakeholders • What to do if objectives are not being achieved.

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 the 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

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:

- gap analysis you have conducted to inform your plans
- strategic plans you have produced in respect of knowledge management
- key performance indicators you have identified to measure the success of implementing your strategy
- minutes of planning meetings you have had with stakeholders
- feedback you have collected from those involved
- reports you have written in respect of performance improvements

Details of relationship between the unit and national occupational standards

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

Management and Leadership NOS unit E13, Promote knowledge management in your organisation

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Resources

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. For example:

- BARON, A. and ARMSTRONG, M. (2007) *Human capital management: achieving added value through people*. London: Kogan Page.
- ANDERSON, V. (2007) *The value of learning: from return on investment to return on expectation*. Research into practice. London: Chartered Institute of Personnel and Development.

Additional information

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

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Evidence Record Sheet

Unit 8 Promote knowledge management across an organisation (E13)

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		
			1.1	1.2	1.3	1.4	2.1	2.2	2.3	2.4	3.1	3.2	3.3

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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