

## Core Unit 1: BISBINM501A: Manage an information or knowledge management system

This Unit focuses on the performance outcomes, skills and knowledge required to organise learning to use an information or knowledge management system and to manage the use of the system. In other words it focuses on how you or those you manage can learn about information systems for recreation planning purposes.

The accredited unit outline notes that no licencing, legislative, regulatory or certification requirements apply to this unit. Similarly, the unit does not address the requirement to select the technical system (software or hardware) as this is seen as the role of an information technology specialist, although in some smaller organisations, this may be seen as part of the manager's role.

**References:** Course Manual, Ch., 6, 9; Dwyer, J. and Hopwood, N., 2010, Ch. 18; Marriott, K. L. 1990, section 4.7; Sport and Recreation Victoria, 1995, section 5.3.4;

Unit Element	Performance Criteria	Study Program	References	Assessment Criteria	Work Evidence
1. Organise learning to use an information or knowledge management system	1.1 Identify learning needs of relevant personnel and stakeholders for input into, and use of, an information or knowledge management system	<ol style="list-style-type: none"> <li>1. Read chapters 6 and 9 of the course manual</li> <li>2. Summarise uses of inventories/data bases of leisure and recreation facilities, programs/activities and services and the scope of the information which would optimise their value for each use (eg: planners, venue management, community members)</li> <li>3. With reference to a Council or another agency delivering any or each of recreation facilities, programs/activities and services, identify if the organisation has a data base of these resources</li> <li>4. If a data base exists, assess the scope and form of the information provided and its usefulness to the different potential users of an ideal information system identified in 2.</li> <li>5. If there is no data base, propose a format appropriate to the organisation being investigated</li> <li>6. Design a draft proforma for collecting information for an inventory and/or prepare a review and revision of an existing proforma</li> <li>7. Outline the learning needs of relevant personnel and stakeholders who would collect data for and/or use a data base/inventory</li> </ol>	Course Manual, Ch., 6, 9; Dwyer, J. and Hopwood, N., 2010, Ch. 18; Marriott, K. L. 1990, section 4.7; Sport and Recreation Victoria, 1996, section 5.3.4	<p>Students will demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>1. Summarise the uses that can be made of inventories/ data bases of leisure and recreation facilities, programs, activities and services</li> <li>2. Provide a list of the scope of the information which could or should be collected to optimise the value of the inventory for each intended use; explain why the various items of information are to be collected</li> <li>3. Locate a recreation facilities and/or programs and/or activities and services inventory in a selected organisation; describe and evaluate the scope and form of the information contained in it, and comment on its usefulness to different potential users</li> <li>4. Design a draft proforma for collecting information for an inventory</li> <li>5. Explain what training might need to be given to personnel who would be charged with collecting, maintaining or using an inventory</li> </ol>	<ol style="list-style-type: none"> <li>1. A list of the uses made of inventories/ data bases of leisure and recreation facilities, programs, activities and services eg: planning for new provision, management re hierarchical positioning, resource information for residents</li> <li>2. A chart that lists the scope of the information which could be collected through an inventory and an explanation of why the various items of information are to be collected</li> <li>3. A written description of a recreation facilities and/or programs and/or activities and services inventory with an evaluating commentary on (a) the scope and form of the information contained in it, and (b) its usefulness to different potential users as listed in 1. above</li> <li>4. A draft proforma for collecting information for an inventory</li> <li>5. A written explanation of what training might need to be given to personnel charged with collecting, maintaining or using an inventory</li> </ol>

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	1.2 Identify and secure the human, financial and physical resources required for learning activities to use an information or knowledge management system	<ol style="list-style-type: none"> <li>If a relevant data base exists in the organisation you are assessing, collect data on the annual human, financial and physical resources required to manage/operate the system and the training procedures in place to ensure its effective management and use</li> <li>If there is no recreation resources base in place, pre-prepare a case for the allocation of the human, financial and physical resources needed to establish or update an inventory as discussed under Performance Criteria 1 above</li> </ol>	Course Manual, Ch., 6, 9; Dwyer, J. and Hopwood, N., 2010, Ch. 18; Marriott, K. L. 1990, section 4.7; Sport and Recreation Victoria, 1996, section 5.3.4	<p>Students will demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>Summarise existing data they can collect on the annual human, financial and physical resources required to manage an inventory system</li> <li>Describe any training procedures in place to ensure the effective management and use of an inventory system</li> <li>Where no cost or other data is available, make a preliminary assessment of the cost of the resources needed to manage an inventory system</li> </ol>	<ol style="list-style-type: none"> <li>A summary of the annual staff, financial and physical resources required to manage an inventory system</li> <li>A description of any training procedures in place to ensure the effective management and use of an inventory system</li> <li>If no cost or other data is available, an assessment of the probable cost of the resources needed to manage an inventory system</li> </ol>
	1.3 Organise and facilitate learning activities	<ol style="list-style-type: none"> <li>Facilitate a one hour workshop on the purpose and scope of a draft inventory data-collecting proforma or on the revision of an existing proforma</li> </ol>		<p>Students will demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>Prepare a brief report that outlines the format and outcomes of a one hour workshop they convene on the purpose and scope of a draft inventory data-collecting proforma, or on the revision of an existing proforma</li> </ol>	<ol style="list-style-type: none"> <li>A brief report outlining the outcomes of a one hour workshop on the purpose and scope of a draft inventory data-collecting proforma, or on the revision of an existing proforma</li> </ol>
	1.4 Promote and support use of the system throughout the organisation	<ol style="list-style-type: none"> <li>Outline the process you would use to promote the inventory to other professionals in the organisation and how you would support their use of it</li> </ol>		<p>Students will demonstrate the ability to:</p> <ol style="list-style-type: none"> <li>Outline a process to promote a recreation inventory to other professionals in the organisation and how the use of inventories by others could be supported and encouraged</li> </ol>	<ol style="list-style-type: none"> <li>The outline of a process to promote a recreation inventory to other professionals in the organisation (eg: by explaining the values/purposes/uses as detailed in 1. of 1.1 above) and how they would support and encourage the use of it by others (eg: by preparing case studies of its use in planning, information services; by highlighting the benefits of comprehensive, accessible data etc)</li> </ol>
	1.5 Monitor and document the effectiveness of the learning activities	<ol style="list-style-type: none"> <li>Design a proforma for collecting information on the data knowledge of those involved in the workshop in 1.3 on the purpose of inventories, the scope of the contents and methods of recording data</li> </ol>		<p>Include in point 4 (this column) of 1.1 above</p>	

Unit Element	Performance Criteria	Study Program		Assessment Criteria	Work Evidence
2. Manage use of an information or knowledge management system	<p>2.1 Ensure implementation of policies and procedures to ensure that the information or knowledge management systems are monitored for compliance, effectiveness and efficiency</p> <p>See also 3.1 below</p>	<p>1. Devise a proforma to be used for the quarterly and annual monitoring of the use of the information or knowledge management system you have studied. Include provision for recording:</p> <ul style="list-style-type: none"> <li>a. Who has used the system</li> <li>b. User rating of the usefulness of the system</li> <li>c. How the system might be improved or added to in order to make it more useful</li> <li>d. How the work of those responsible for adding data to the system could be improved</li> <li>d. How those responsible for adding data to the system and preparing outputs rated the ease of managing the system</li> <li>e. Suggested improvements made by those responsible for adding data to the system</li> </ul>		<p>Students will demonstrate the ability to:</p> <p>1. Devise a proforma to be used for the quarterly and annual monitoring of the use of the information or knowledge management system. Include provision for recording:</p> <ul style="list-style-type: none"> <li>a. Who has used the system</li> <li>b. User rating of the usefulness of the system</li> <li>c. How the system might be improved or added to in order to make it more useful</li> <li>d. How the work of those responsible for adding data to the system could be improved</li> <li>d. How those responsible for adding data to the system and preparing outputs rated the ease of managing the system</li> <li>e. Suggested improvements made by those responsible for adding data to the system</li> </ul>	<p>1. A proforma covering the issues listed in Cols. 3. and 5.</p> <p>2. A Table of Contents of a report on a quarterly and annual review of an information system</p>
	2.2 Address implementation issues and problems as they arise	1. As part of the above			
	2.3 Monitor integration and alignment with data and information systems	1. As part of the above			
	2.4 Collect information on achievement of performance measures	1. As part of the above			

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2. Manage use of an information or knowledge management system	2.5 Manage contingencies such as system failure or technical difficulties by accessing specialist technical help as required	1. Outline a mechanism/arrangement you would use to liaise with a specialist technician to gain assistance in addressing contingencies such as system failure or technical difficulties		Students will demonstrate the ability to demonstrate the ability to:  1. Prepare a statement that outlines a mechanism/ arrangement they would use to liaise with a specialist technician to gain assistance in addressing contingencies such as system failure or technical difficulties with an inventory system	1. A statement that outlines a mechanism/ arrangement they would use to liaise with a specialist technician to gain assistance in addressing contingencies such as system failure or technical difficulties with an inventory system
3. Review use of information or knowledge management system	3.1 Analyse effectiveness of system and report on strengths and limitations	1. Prepare a framework for an annual review of the information data base, the processes used to add data, the products prepared from it and its use by and usefulness to different client groups within the organisation		Students will demonstrate the ability to:  1. Prepare a written framework for an annual review of the information data base that explains the processes used to add data, the products prepared from it, its use by and usefulness to different client groups in the organisation, ratings of usefulness, costs, costs per use, how effectively the system is contributing to intended outcomes, how it might be improved and other relevant issues	Include in 2.1 above
	3.2 Review business and operational plan and determine how effectively the system is contributing to intended outcomes	1. As part of the above			
	3.3 Make recommendations for improvements to the system, policies or work practices	1. As part of 2.1 – 2.4			