
Overview

This standard is about the activities and processes that help others to capture knowledge and experience in such a way that a broad audience can access and learn from it. The methods of capture include written communication, the publishing of information on a web site, development of presentations, video and audio recording, and the use of social computing tools.

This standard is applicable to people in practitioner and operational roles who develop standards and guidelines for recoding knowledge in formats most suitable for the knowledge object and the audience.

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Performance criteria

You must be able to:

- P1 identify types of knowledge of potential value to the organisation
- P2 provide advice and guidance on the most appropriate formats for capturing the specific piece of knowledge and its intended audience
- P3 provide guidelines and templates consistent with your organisation's house style
- P4 enable customers to recognise that they create items of information when they record knowledge and experiences
- P5 identify the training needs of individuals and your organisation in the development of knowledge objects
- P6 support and advise individuals on their training needs and how to obtain relevant training

Knowledge and understanding

You need to know and understand:

- K1 when and how knowledge is created
- K2 the differences between tacit, implicit and explicit knowledge
- K3 the organisation's knowledge strategies
- K4 the organisation's style conventions
- K5 the organisation's tools for recording pieces of knowledge
- K6 the different ways in which knowledge can be captured
- K7 the potential audiences for the piece of knowledge
- K8 customers' working patterns and constraints
- K9 the relevant technology required to help customers create and record knowledge

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Additional Information

Behaviours

1. You value the experience and knowledge of others
2. You have patience and empathy when working with people to capture knowledge
3. You are convinced of the need to be selective in capturing knowledge and experience
4. You champion good practice
5. You instil confidence in people who need to create and record their knowledge

Links to other NOS

This standard has links with:

HI 10 – Capture, organise and disseminate information and knowledge

from the NOS for Health Informatics, developed by Skills for Health. See www.skillsforhealth.org

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