

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Infocomm Technology (ICT)					
TSC	Knowledge Management					
TSC Description	Develop and deploy systematic management of information within databases, documents, policies and procedures, as well as promote knowledge as a strategic organisational asset and key enabler of organisational learning					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-ICT-1003-1.1	RET-ICT-2003-1.1	RET-ICT-3003-1.1	RET-ICT-4003-1.1	RET-ICT-5003-1.1	RET-ICT-6003-1.1
	Document learning resulting from use of the knowledge management systems, report activities and capture information in a systematic manner	Provide feedback about clarity, accuracy, currency and relevance of the knowledge management systems' outputs to relevant personnel and check and maintain information for clarity, accuracy, currency and relevance	Analyse and prepare knowledge items for contribution to the knowledge management systems. Improve work practices as a result of learning from use of the system.	Manage and store information within databases, documents, policies and procedures amongst teams in a systematic manner to capture knowledge items in support of organisational learning	Devise and formulate knowledge management frameworks and processes that encourage sharing of information and encapsulate a portal of easily accessible information	Champion a culture of information sharing and influence the organisation to establish a sustainable knowledge management framework in support of sustaining the development and maintenance of business information
Knowledge	<ul style="list-style-type: none"> • Definition and components of knowledge management system • Methods to collect, analyse, report and present information from knowledge management system • Sources of information of organisation 	<ul style="list-style-type: none"> • Definition and components of knowledge management system • Methods to collect, analyse, report and present information from knowledge management system • Sources of information of organisation 	<ul style="list-style-type: none"> • Definition and components of knowledge management system • Methods to collect, analyse, report and present information from knowledge management system • Sources of information of organisation • Organisational guidelines and/or policies with regards to knowledge management system • Related information management systems and business technology 	<ul style="list-style-type: none"> • Types of system requirements • System users • Implementation plans for knowledge management system • Technology available to implement knowledge management system • Types of information management systems • Consultation techniques and processes to gather user requirements • Communication plans to employees • Change management principles • Barriers to implementation of knowledge management system 	<ul style="list-style-type: none"> • Objectives and components of knowledge management system • Knowledge management strategies and policies • Business processes and relevant information required • Considerations for information management • Evaluation criteria of knowledge management systems • Applicable information management systems and software • System users • Components for knowledge management practices in the organisation • Knowledge management processes 	<ul style="list-style-type: none"> • Objectives of knowledge and information management strategies • Types of knowledge levers to generate knowledge within the organisation • Methods and systems for capturing and storing knowledge • Benefits of implementing knowledge management system • Components of knowledge management system • Critical success factors of knowledge and information management strategies • Individual role in championing knowledge management strategies
Abilities	<ul style="list-style-type: none"> • Access knowledge management systems to assist with specific tasks in line with system procedures • Document sources of information in accordance with organisational 	<ul style="list-style-type: none"> • Analyse and report information pertaining to knowledge management systems • Administer knowledge management systems to ensure proper maintenance 	<ul style="list-style-type: none"> • Identify sources of information in accordance with organisational guidelines and policies • Collect, analyse and report information to relevant stakeholders • Present information to 	<ul style="list-style-type: none"> • Identify and evaluate system requirements with system users to support implementation of knowledge management systems • Develop implementation plans in consultation with 	<ul style="list-style-type: none"> • Determine organisational information required and research on available knowledge management systems to identify suitable system for the organisation • Recommend knowledge 	<ul style="list-style-type: none"> • Communicate business value of information usage and business knowledge to organisation • Set objectives of knowledge and information management

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	guidelines and policies	<ul style="list-style-type: none"> Research industry best practices and benchmark against organisation's practices to identify gaps 	<p>relevant stakeholders in an appropriate format, style and structure using suitable business technology to support decision-making</p> <ul style="list-style-type: none"> Identify information requirements from stakeholders and system users in accordance with organisational procedures Access knowledge management systems to assist with specific tasks in line with system procedures Identify relevant requirements and address principal areas of information risks requiring record keeping strategies to ensure system integrity Review and propose improvements to work practices to support knowledge management strategies Administer knowledge management systems to ensure its proper maintenance 	<p>relevant stakeholders</p> <ul style="list-style-type: none"> Define and communicate implementation plans, components of knowledge management systems and procedures for using the system to employees Implement system in accordance with action plans and organisational guidelines and/or policies Evaluate end-to-end implementation of knowledge and information management strategies to monitor performance of system Evaluate and recommend refinements to knowledge management systems in consultation with relevant stakeholders Implement knowledge management systems Manage knowledge management systems Establish documentation policies and processes 	<p>management systems appropriate for organisational needs, goals and expected outcomes in consultation with relevant stakeholders</p> <ul style="list-style-type: none"> Develop knowledge management strategies and policies in accordance with organisational guidelines and/or policies and taking into account available resources Develop implementation strategies for knowledge management systems Establish procedures to evaluate and refine knowledge management systems 	<p>strategies to communicate to relevant stakeholders</p> <ul style="list-style-type: none"> Create a conducive environment for knowledge management in the organisation Direct development of knowledge and information management strategies Review knowledge management systems, strategies and policies for endorsement purposes
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