

**SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

TSC Category	Infocomm Technology Management					
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
		TOU-ICT-2003-1.1-1	TOU-ICT-3003-1.1-1	TOU-ICT-4003-1.1-1		
		Provide feedback about clarity, accuracy, currency and relevance of the knowledge management system outputs to relevant personnel and check and maintain information clarity, accuracy, currency and relevance	Analyse and prepare knowledge items for contribution to the knowledge management system. 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		
Knowledge		<ul style="list-style-type: none"> • Methods to collect, analyse, report and present information based on the knowledge management system • Sources of information repositories within the organisation • Definition and components of knowledge management system 	<ul style="list-style-type: none"> • Guidelines and/or policies with regards to knowledge management system • Related information management systems and business technology • Definition and components of knowledge management system • Methods to collect, analyse, report and present information based on the knowledge management system • Sources of information repositories within the of organisation 	<ul style="list-style-type: none"> • Types of system requirements • Authorised system users • Technology available to implement knowledge management system • Types of information management systems • Information organisation techniques and processes to gather information • Change management principles • Barriers to implementation of knowledge management system • User requirements • Implementation plans for knowledge management system • Communication plans to employees 		

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<p>Abilities</p>		<ul style="list-style-type: none"> • Collate information pertaining to knowledge management systems • Administer knowledge management system to ensure proper maintenance • Research industry best practices and benchmark against organisation's practices 	<ul style="list-style-type: none"> • Identify sources of information in accordance with organisational guidelines and policies • Analyse information within knowledge management system • Present information to relevant stakeholders in an appropriate format, style and structure to support decision-making • Identify information requirements from stakeholders and system users in accordance with organisational procedures • Address areas of knowledge management risks in order to ensure system integrity • Identify improvements to work practices to support knowledge management strategies • Manage documentation processes • Administer knowledge management system to ensure its proper maintenance • Access knowledge management system to assist with specific tasks in line with system procedures 	<ul style="list-style-type: none"> • Evaluate system requirements to support implementation of knowledge management system • Develop implementation plans in consultation with relevant system users and stakeholders • Communicate implementation plans, components of knowledge management system and procedures to employees • Implement knowledge management 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 proposed refinements to knowledge management system in consultation with relevant stakeholders • Manage knowledge management system • Establish documentation policies and processes • Implement knowledge management system 		
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