

INFORMATION & KNOWLEDGE MANAGEMENT

This training programme provides the learner with the knowledge, skills, attitudes and values to participate in information and knowledge management.

- ✔ UNIT STANDARD ALIGNED
- ✔ PSETA ACCREDITED
- ✔ OUTCOMES BASED

TARGET:

All individuals, especially those who manage information and knowledge and who are involved in organisational transformation and change management.

Unit Standard Names	Unit Standard ID	NQF Level	Credits
Analyse, Interpret and communicate information	120304	5	9
Apply principles of knowledge management to organisational transformation	115405	5	10
DAYS OF FACILITATION	5 DAYS		

BENEFITS: You will have the ability to ensure that information is timely, accurate, comprehensive, relevant and available when it is needed.

Improved administrative procedures regarding the recording and maintaining of information

The ability to recognise human capital that will determine the organisations productivity ad reputation.

Understanding of the interaction between tangible and intangible assets in the creation of value.

INFORMATION AND KNOWLEDGE MANAGEMENT

ENTRY REQUIREMENTS:

- Possess a Further Education and Training Certificate or equivalent qualification.
- Competent in communication & computer skills (NQF Level 4)

Training Dates

Individuals:

Contact us for public courses training dates

Groups/Organisations:

Flexible (select your own preferred dates)

Training Locations

Gauteng, Limpopo, Mpumalanga and North West

Fee

R9 500per learner

Includes: Registration, tuitions, study material and meals.

Contact us:



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PROGRAMME OUTLINE:

Collating and Categorising Information

- Collating information
- Minimising impact
- Capturing data
- Storing data

Analysing Information

- Using data analysis techniques
- Applying analytical techniques
- Descriptive measures
- Anomalies

Developing Conclusions and Recommendations

- Applying interpretation methods
- Drawing conclusions

Communicating Conclusions and Recommendations

- Presenting information
- Organisational requirements

The Essential Elements of Knowledge Economy

- What is knowledge economy?
- The knowledge organisation
- The knowledge worker

The Essential Features of Human Capital

- The characteristics of human capital
- Organisational transformation and management of change

Structural Capital

- The features of structural capital
- Structural capital in a generic organisation
- Knowledge management in the public sector

Customer Capital

- What is customer capital?