**MARK SHEET – Knowledge and information management**

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| **Centre Number :** | |  | | **Centre Name :** | | |  | | | |
| **Learner Registration No :** | |  | | **Learner Name:** | | |  | | | |
| **INSTRUCTIONS FOR ASSESSMENT AND USE OF MARK SHEET**  Assessment must be conducted with reference to the assessment criteria (AC). In order to pass the unit, every AC must be met.  Assessors will normally award marks for every AC and then total them into a percentage. However, for greater simplicity, there is the option to not use marks at all and merely indicate with a ‘Pass’ or ‘Referral’ in the box (below right). In order to pass the unit every AC must receive a ‘Pass’  **Where marks are awarded according to the degree to which the learner’s evidence in the submission meets each AC, every AC must be met, i.e. receive at least half marks (e.g. min 10/20). Any AC awarded less than the minimum produces an automatic referral for the submission (regardless of the overall mark achieved).**  Sufficiency descriptors are provided as guidance. If 20 marks are available for an AC and the evidence in the submission approximates to the ‘pass’ descriptor, that indicates it should attract 10 marks out of 20, if a ‘good pass’ then ca. 15 out of 20. The descriptors are not comprehensive, and cannot be, as there are many ways in which a submission can exceed or fall short of the requirements. | | | | | | | | 1. **Learner named above confirms authenticity of submission.** 2. **ILM uses learners’ submissions – on an anonymous basis – for assessment standardisation.  By submitting, I agree that ILM may use this script on condition that all information which may identify me is removed.**   **However, if you are unwilling to allow ILM use your script, please refuse by ticking the box: □** | | |
| **Learning Outcome / Section 1:** Understand the concept and importance of knowledge management in terms of an organisation’s knowledge assets and their management | | | | | | | | | | |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors**  *[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | | | | | | | | **Assessor feedback on AC**  *[comments not necessary in every box]* | |
| AC 1.1   * Explain the relationship between data, information, knowledge and wisdom | **Referral [ca.*2/8*]** | | **Pass [*4/8*]** | | | **Good Pass [ca. 6/8]** | | |  | |
| * The relationship between data, information, knowledge and wisdom is not explained, or the explanation is incorrect or deficient, or the explanation does not cover data ***and*** information ***and*** knowledge ***and*** wisdom * The key features of data, information, knowledge and wisdom are merely listed or described with no account of the uses of data, information, knowledge and wisdom to explain the relationship between them | | * A limited but sufficient and correct account is provided of the uses of data, information, knowledge and wisdom to explain the relationship between them, although the context is limited | | | * A comprehensive and correct account is provided of the uses of data, information, knowledge and wisdom in a broad context to explain the relationship between them | | |
| / 8  (min. of 4) | Pass or Referral |
| AC 1.2   * Explain the relationship between individual knowledge and organisational knowledge | **Referral [ca.*1/4*]** | | **Pass [*2/4*]** | | | **Good Pass [ca. 3/4]** | | |  | |
| * The relationship between individual knowledge and organisational knowledge is not explained, or the explanation is incorrect or deficient, or the key features of ‘individual knowledge’ and ‘organisational knowledge’ are merely described with no account of the uses of individual knowledge and organisational knowledge that explains the relationship between them | | * individual knowledge and organisational knowledge that explains the relationship between them, although the process by which individual knowledge may be converted into organisational knowledge and shared is imprecise | | | * A comprehensive and correct account is provided of the uses of individual knowledge and organisational knowledge that precisely explains the relationship between them and the process by which individual knowledge may be converted into organisational knowledge and shared | | |
| / 4  (min. of 2) | Pass or Referral |
| AC 1.3   * Apply analysis and modelling techniques to identify knowledge assets, within own area of organisation | **Referral [ca.*3/12*]** | | **Pass [*6/12*]** | | | **Good Pass [ca. 9/12]** | | |  | |
| * Analysis and modelling techniques to identify knowledge assets within own area of organisation have not been applied, or have been applied incorrectly or inappropriately, or only one technique has been applied, or how the assets identified add value is not addressed | | * Two or more analysis and modelling techniques to identify knowledge assets within own area of organisation have been correctly and appropriately applied, although the extent to which the assets identified as knowledge assets add value is imprecise | | | * Two or more analysis and modelling techniques have been correctly and appropriately applied to precisely identify knowledge assets and the value-added by the knowledge assets within own area of organisation | | |
| / 12  (min. of 6) | Pass or Referral |
| AC 1.4   * Evaluate the actual and potential knowledge assets, within own area of organisation | **Referral [ca.*2/8*]** | | **Pass [*4/8*]** | | | **Good Pass [ca. 6/8]** | | |  | |
| * Actual and potential knowledge assets within own area of organisation have not been evaluated, or the evaluation is incorrect, inappropriate or deficient, or actual ***or*** potential knowledge assets are identified but not both, or actual and potential knowledge assets are merely listed or described with no evaluation to provide a conclusion or recommendations as to their importance and/or relevance as knowledge assets | | * A limited but sufficient and correct evaluation of actual and potential knowledge assets within own area of organisation has been undertaken to provide a conclusion or recommendations as to their importance and/or relevance as knowledge assets, although the evidence base for the evaluation is limited | | | * A comprehensive and correct evaluation of actual and potential knowledge assets within own area of organisation has been undertaken using a wide evidence base to provide a conclusion or recommendations as to their importance and/or relevance as knowledge assets | | |
| / 8  (min. of 4) | Pass or Referral |
| AC 1.5   * Present a rationale for capturing and managing knowledge, within own area of organisation | **Referral [ca.*3/12*]** | | **Pass [*6/12*]** | | | **Good Pass [ca. 9/12]** | | |  | |
| * A rationale for capturing and managing knowledge within own area of organisation is not presented, or the rationale is incorrect, inappropriate, deficient, or flawed | | * A limited but sufficient and correct rationale for capturing and managing knowledge within own area of organisation is presented, although the scope of knowledge management as presented in the rationale is limited | | | * A detailed and rigorous rationale for capturing and managing knowledge within the full scope of knowledge management relevant to own of organisation is presented | | |
| / 12  (min. of 6) | Pass or Referral |
| **Section comments** (optional): | | | | | **Verification comments** (optional): | | | | | |
| **Learning Outcome / Section 2:** Understand the key knowledge management processes required for innovation | | | | | | | | | | |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors**  *[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | | | | | | | | **Assessor feedback on AC**  *[comments not necessary in every box]* | |
| AC 2.1   * Explain what is required to create, store, apply and integrate knowledge | **Referral [ca.*3/12*]** | | **Pass [*6/12*]** | | | **Good Pass [ca. 9/12]** | | |  | |
| * What is required to create, store, apply and integrate knowledge is not explained, or the explanation is incorrect or deficient, or creating ***or*** storing ***or*** applying ***or*** integrating knowledge is explained but not all four * The key features of creating, storing, applying and integrating knowledge are merely listed or described with no account provided to explain how this works and/or no use or application of an appropriate knowledge creation and transfer theory or model | | * An appropriate and correct knowledge creation and transfer theory or model is used to provide a limited but sufficient and correct explanation of what is required to create, store, apply and integrate knowledge, although the context is limited and/or the reasons for the practices are imprecise | | | * An appropriate and correct knowledge creation and transfer theory or model and detailed context is used to provide a comprehensive and correct explanation of what is required to create, store, apply and integrate knowledge with clear and precise reasons for the practices | | |
| / 12  (min. of 6) | Pass or Referral |
| AC 2.2   * Evaluate the impact of intellectual property rights on the organisation | **Referral [ca.*2/8*]** | | **Pass [*4/8*]** | | | **Good Pass [ca. 6/8]** | | |  | |
| * The impact of intellectual property rights is not evaluated, or the evaluation is incorrect, inappropriate or deficient, or intellectual property rights are incorrect or inappropriate * Intellectual property rights are merely defined or described with no evaluation of the impact on the organisation of each in order to provide a conclusion | | * A limited but sufficient and correct evaluation of intellectual property rights has been undertaken to provide a conclusion as to their impact on the organisation, although the evidence for the analysis is limited and/or is restricted to evaluating the impact of the organisation’s own intellectual property rights | | | * A comprehensive and correct evaluation of the organisation’s own intellectual property rights and other relevant intellectual property rights that impinge upon the organisation has been undertaken using a wide evidence base to provide a conclusion as to their impact on the organisation | | |
| / 8  (min. of 4) | Pass or Referral |
| **Section comments** (optional): | | | | | **Verification comments** (optional): | | | | | |
| **Learning Outcome / Section 3:** Be able to develop a framework for establishing a knowledge management culture | | | | | | | | | | |
| **Assessment Criteria (AC)** | **Sufficiency Descriptors**  *[Typical standard that , if replicated across the whole submission, would produce a referral, borderline pass or good pass result]* | | | | | | | | **Assessor feedback on AC**  *[comments not necessary in every box]* | |
| AC 3.1   * Explain the contribution that significant knowledge assets have on the organisation | **Referral [ca.*2/8*]** | | **Pass [*4/8*]** | | | **Good Pass [ca. 6/8]** | | |  | |
| * The contribution that significant knowledge assets have on the organisation is not explained, or the explanation is incorrect, inappropriate or deficient * Significant knowledge assets are merely listed or described with no account of how they work, or how they are used, that explains their contribution on the organisation | | * A limited but sufficient and correct account of how a narrow range of significant knowledge assets work, or how they are used, is provided that explains their contribution on the organisation, although the evidence provided to substantiate the impact is limited or imprecise | | | * A comprehensive, correct and precise account of how a wide range of significant knowledge assets work, or how they are used, is provided using a wide and objective evidence base that explains their contribution on the organisation | | |
| / 8  (min. of 4) | Pass or Referral |

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| AC 3.2   * Evaluate the knowledge requirements for the organisation’s operations | **Referral [ca.*2/8*]** | | **Pass [*4/8*]** | | **Good Pass [ca. 6/8]** | |  | |
| * Knowledge requirements for the organisation’s operations are not evaluated, or the evaluation is incorrect, inappropriate or deficient, or knowledge requirements are merely listed or described with no evaluation of their value to the organisation in order to provide a solution or conclusion and/or recommendations | | * A limited but correct and appropriate evaluation of the knowledge requirements for the organisation’s operations provides a solution or conclusion and/or recommendations, although:   + the value of the knowledge requirements to the organisation is imprecise   + the evidence for the evaluation is limited   + the evaluation is restricted to current requirements | | * A comprehensive, correct and appropriate evaluation of the knowledge requirements for the organisation’s operations based on a detailed knowledge or information audit precisely defines the value of current and future knowledge requirements and provides a solution or conclusion and/or recommendations | |
| / 8  (min. of 4) | Pass or Referral |
| AC 3.3   * Evaluate the organisations current framework for enabling knowledge sharing within the organisation | **Referral [ca.*2/8*]** | | **Pass [*4/8*]** | | **Good Pass [ca. 6/8]** | |  | |
| * The organisation’s current framework for enabling knowledge sharing within the organisation is not evaluated, or the evaluation is incorrect, inappropriate or deficient, or the current framework is merely described with no evaluation of how it enables knowledge sharing in order to provide a solution or conclusion and/or recommendations | | * A limited but correct and appropriate evaluation of the organisation’s current framework for enabling knowledge sharing within the organisation provides a solution or conclusion and/or recommendations, although the evidence base for the evaluation is limited | | * A comprehensive, correct and appropriate evaluation of the organisation’s current framework for enabling knowledge sharing within the organisation uses a wide and objective evidence base and provides a solution or conclusion and/or recommendations | |
| / 8  (min. of 4) | Pass or Referral |
| AC 3.4   * Recommend improvements to the organisations current framework for enabling knowledge sharing within the organisation | **Referral [ca.*3/12*]** | | **Pass [*6/12*]** | | **Good Pass [ca. 9/12]** | |  | |
| * Improvements to the organisation’s current framework for enabling knowledge sharing within the organisation are not recommended, or recommendations are incorrect, inappropriate, unrealistic or deficient, or recommended improvements are not based upon an evaluation of the current framework | | * Appropriate and realistic improvements to the organisations current framework for enabling knowledge sharing are recommended and are based upon an appropriate evaluation of the current framework, although additional work is required for full implementation | | * Appropriate and realistic improvements to the organisations current framework for enabling knowledge sharing are recommended, are based upon an appropriate evaluation of the current framework, and require no additional work for full implementation | |
| / 12  (min. of 6) | Pass or Referral |
| **Section comments** (optional): | | | | **Verification comments** (optional): | | | | |
|  | | | | | | **/ 100**  **TOTAL MARKS** | | |
| **Assessor’s Decision** | | | | **Quality Assurance Use** | | | | |
| **Outcome** (*delete as applicable*): **PASS / REFERRAL** | | **Signature of Assessor:**  **Date:** | | **Outcome** (*delete as applicable*): **PASS / REFERRAL** | | | **Signature of QA:**  **Date of QA check:** | |