# BN3386 – KNOWLEDGE AT WORK

**Module Number:**           BN3386

**Module Title:**           Knowledge at work

**Number of Aston Credits**:           10

**Total Number of ECTS Credits:**  5
(European Credit Transfer)

**Staff Member Responsible for the Module:**

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**Pre-Requisite(s) for the Module:**

This module is intended primarily for final year students who have completed a placement year. It is necessary to have substantial experience of working in an organisation to get the most out of this module.

**Module Learning Outcomes**:

Many of us will work in organisations where the sharing and management of knowledge is a critical success factor, both at a personal and an organisational level. In this module we

- learn about the importance of knowledge and information in the workplace and what individuals and organisations can do to manage it
- gain experience of using tools and technologies to support knowledge work
- develop an appreciation for the skills which make us effective and productive as knowledge workers
- learn about the importance of competences and how these are used to assess employability
- gain experience of demonstrating competencies in the context of one's own learning and career development, and communicating these to employers when applying for jobs
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**By the end of this module you will have developed:**

(a) **Knowledge and Understanding**
- understanding of the importance of knowledge and information in the workplace, and the implications for management by individuals and organisations
- understanding of how knowledge is shared and used in a work context, and of your own role and competences as a knowledge worker
- understanding of the role of information and communication technologies which support knowledge work

(b) **Cognitive and Analytical skills**
- ability to assess and appraise your own competences with respect to knowledge and information at work
- a critical view of 'knowledge management' in terms of how can knowledge be managed by organisations and individuals
- skills in analysing knowledge at work in your placement organisation, and in recommending improvements to how knowledge is organised and managed

(c) **Key/Transferable Skills**
- Skills and competences which make us effective and productive as knowledge workers in networked organisations
- Skills in communicating these competences and applying this knowledge to your career planning and personal development

(d) **Subject Specific Skills**
- Experience of using and applying tools and technologies to support knowledge work and collaborative working

**Module Content:**

Week 1
- Introduction to the module

Week 2
- What is knowledge?
- What does it mean to 'manage' knowledge?
- Individual and organisational dimensions of knowledge

Week 3
- What are competences?
- What competences are employers looking for?

Week 4
- Sharing and communicating knowledge
- The role of information

Week 5
- Demonstrating and communicating one's own competences in job applications

**Week 6**      **Submit Coursework 1**

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| Week 6 | • Knowledge workers and the organisational dimensions of knowledge work<br>• How is knowledge organised in the world of work? |
| Week 7 | • Networked and collaborative working<br>• Sharing knowledge in the workplace |
| Week 8 | • What is the role of technology in organising and managing knowledge? |
| Week 9 | • Tools and technologies to support knowledge work |
| Week 10 | • Using and organising information |
| Week 11 | • Critical appraisal of how knowledge can be 'managed'<br>• Appraisal of the module learning outcomes |
| Week 12 | • Coursework workshops |
| **Week 13** | **Submit Coursework 2** |

## International Dimensions:

- Many employers are looking for competences which can be applied in a multi-national working environment
- Organisations now recognise the importance of effectively organising and managing knowledge in an increasingly global economy, where there is a greater challenge for multi-national firms to mobilise knowledge sharing across their geographical boundaries
- The module makes use of case-studies, many of which are of multi-national corporations

## Corporate Connections:

The module makes use of case studies of knowledge at work in actual organisations. You will draw upon your own experiences of knowledge work in your placement company.

## Links to Research:

The module draws upon research conducted by the module tutors into the role of knowledge in organisations, and into the role of competences in securing graduate employment.

## Learning and Teaching Rationale and Methods:

The teaching will be delivered through weekly lecture sessions, which introduce you to the theme for that week. It is also anticipated that your placement experience will give you a strong basis for contributing to

discussions in class. Many lectures have associated readings which are intended to consolidate the key themes covered each week.

There will also be weekly tutorials in which you are an active participant in group discussions or exercises based around that week's topic. This will involve some preparation of readings or exercises which will be distributed in advance.

Students are allocated to tutorial groups, and the number in each group is limited in order to maximise the opportunity to interact with the members of staff and fellow students.

All slides, lecture notes, and readings (where available electronically) will be available via Blackboard.

## How are the 100 learning hours achieved?

| Lectures | 11 hours |
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| Weekly readings | 22 hours |
| Tutorials | 22 hours |
| Preparation for tutorials | 11 hours |
| Preparation of coursework | 34 hours |
| | |
| **Total** | **100 hours** |

## Ethical approval

There is no primary research involved in this module, therefore ethical approval is not needed for the learning activities.

## Assessment and Feedback Rationale and Methods:

The method of assessment is 100% individual coursework. There are two pieces of coursework. Coursework 1 accounts for 40% of the overall mark for this module, and Coursework 2 accounts for 60%.

## Coursework 1

- You are required to submit a completed application form for a job which you may be considering applying for at the current time. In the application form you need to communicate your competences, how these have been demonstrated in your education and work experience, and how they are relevant to your ongoing career planning and the knowledge requirements of the organisation to which you are applying
- This coursework is to be submitted in Week 6 in order to come at the most useful time within the graduate recruitment cycle
- You are given the opportunity before submitting this coursework to discuss your application form with a careers advisor

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**Coursework 2**

- You are required to submit a report which discusses how knowledge is organised and managed in your placement company, and makes recommendations for improvement
- Students who have not done a placement should choose an organisation with which they have substantial work experience
- This coursework is to be submitted in Week 13
- Comment and feedback on coursework drafts is available by attending coursework workshops in Week 12.

Feedback on your performance in both pieces of coursework is available by making an individual appointment with the appropriate member of staff after the results have been announced.