

# Chartership for Knowledge Management

Your guide

# Contents

- 01** Why Professional Registration?
- 02** About Knowledge Management Chartership
- 03** Assessment criteria for Chartership
- 05** The application process
- 06 STAGE ONE** Getting started
- 08 STAGE TWO** Professional Knowledge and Skills Base
- 09 STAGE THREE** Developing yourself and collecting evidence
- 10 STAGE FOUR** Assembling your submission
- 12 STAGE FIVE** Submitting your application
- 13** Support and guidance
- 13** Your Mentor
- 13** Regional Member Networks and your Candidate Support Officer
- 13** Support near you
- 13** Sample submissions
- 13** Fees
- 14** What next?
- 14** CPD and Revalidation
- 14** Mentoring
- 14** Fellowship
- Appendix** Submission checklist

# Why Professional Registration?

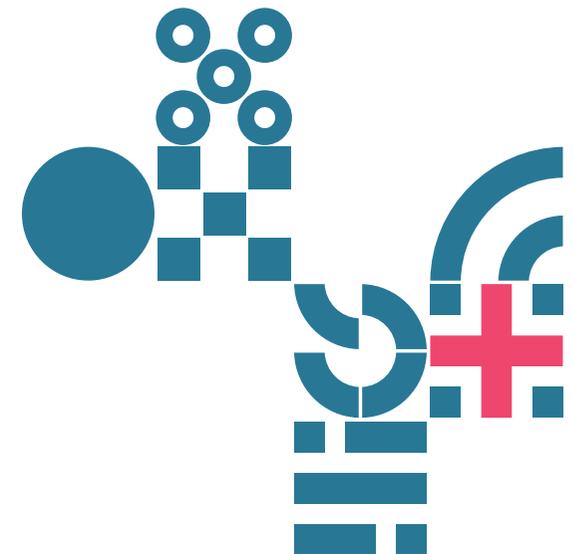
CILIP's Professional Registration is relevant to knowledge management professionals at all stages of their career.

**Professional Registration is about completing a process that demonstrates that you have attained a certain level of professional practice; enabling you to be added to the register of practitioners that CILIP maintains under our Royal Charter.**

As a member, being added to the register is recognition of both your achievements and your commitment to continuing professional development (CPD) and the profession. Successful achievement of Professional Registration enables you to use postnominals after your name as a way of demonstrating that you are a member of CILIP on the list of registered practitioners.

There are three levels of Professional Registration: Certification, Chartership, and Fellowship.

You can start at any point on the Professional Registration journey – just pick the best starting point for you. Revalidation is an important element at all levels to help ensure continuing development and up-to-date knowledge and skills.



# About Knowledge Management Chartership

Chartership is the level of Professional Registration for those working in the knowledge and information professions who wish to be recognised for their skills, knowledge, and application of these in the form of reflective practice.

**Chartership is a great way to further develop your foundation of skills and knowledge and apply these in your current and future activities.**

The value of Chartership is that you are demonstrating that you are committed to your own development and to working in the profession. Through application of your learning in professional practice you can achieve recognition as a Chartered Knowledge Manager.

There are no barriers to entry – KM Chartership is available to all CILIP members working in knowledge management or in roles with substantial knowledge management activity.

Once you are awarded Chartership you can use the post-nominals *MCLIP Chartered Knowledge Manager*, for as long as you continue to be a member of CILIP.



# Assessment criteria for Knowledge Management Chartership

You will need to demonstrate that you have done the following.

## 01

### Personal performance

**IDENTIFIED** areas for improvement in your personal performance, **UNDERTAKEN** activities to develop skills, **APPLIED** these in practice, and **REFLECTED** on the process and outcomes.

A core component of Professional Registration at every level is the ability to assess your personal performance in terms of existing skills and knowledge, identify areas for development, and plan and undertake activities to develop your skills. For Chartership, you will need to show you have used the Professional Knowledge and Skills Base (PKSB) to examine your skills and knowledge and identified areas for development based on improving your performance in your current role or for future roles.

For Knowledge Management Chartership you are expected to focus on improving personal performance in those areas of the PKSB focussing on knowledge management.

After you've completed your developmental activities, you will be assessed on your ability to apply the skills and knowledge you've developed, and your reflection on the process and outcome. Evidence could include examples of your own work with a commentary including what went well, what could have been done better, and ways to develop skills or knowledge to improve.



## 02

### **Organisational context**

**EXAMINED** the organisational context of your service, **EVALUATED** service performance, **SHOWN THE ABILITY** to implement or recommend improvement, and **REFLECTED** on actual or desired outcomes.

You will need to consider your organisation's mission, aims or objectives and evaluate your service's performance against these. If your organisation doesn't have formal aims and objectives, take the opportunity to reflect on what these may be. You will need to include the mission, aims and objectives in your evidence. You will be assessed on your ability to identify areas for service improvement and the recommendations you make to close the gap between current and ideal practice.

Evidence could include an overview of one of your organisation's services with a commentary including what works well, what could be done better, and recommendations of how to improve. You may be able to implement these recommendations, in which case you should reflect on the outcomes. If you are unable to implement the recommendations, you should reflect on the desired outcomes of the changes.

If you are working as a consultant, you may wish to examine and write about the organisational context of a client. If you're an academic, you may wish to examine and write about your own organisation or about an external organisation that you have worked with, for example in a case study or an applied research project and its outcomes.

## 03

### **Wider professional context**

**ENHANCED** your knowledge of the wider professional context of your work and **REFLECTED** on areas of current interest.

It is important for all our members to have knowledge of the wider information and knowledge professions and of sectors outside the one in which they work, as well as issues impacting on the profession as a whole. To demonstrate this knowledge, you will need to provide evidence of, and personal reflection on, activities you have undertaken to improve your knowledge. Evidence could include reflection through commentary on visits, reading, and participation in discussions.

# The application process

The KM Chartership process follows five stages.

- STAGE ONE** Getting started
- STAGE TWO** Assessing your skills and knowledge with the PKSB
- STAGE THREE** Developing yourself and collecting evidence
- STAGE FOUR** Assembling your submission
- STAGE FIVE** Submitting your application



## STAGE ONE

# Getting started

Here's how to get started on your journey towards Knowledge Management Chartership.

## 01

### Join CILIP

You may already be a CILIP member, but if not you'll need to join CILIP to begin the Chartership process.

[www.cilip.org.uk/join](http://www.cilip.org.uk/join)

## 02

### Enrol for Chartership

To enrol, you will need to have your membership number and be ready to pay your registration fee.

[www.cilip.org.uk/kmenrol](http://www.cilip.org.uk/kmenrol)

## 03

### Getting started

You may want to attend a **Getting started on Professional Registration workshop**.

CILIP's Regional Member Networks organise workshops as an introduction to Professional Registration and to help answer initial questions. You may find it useful to attend one of these in the early stages of Chartership; it's a good way to get going and enables you to meet others who may be able to help you during Chartership. Details of planned workshops can be found on the CILIP events calendar under the 'Professional Registration' category.

[www.cilip.org.uk/events](http://www.cilip.org.uk/events)

An introduction is also available online for those who are unable to attend a workshop or who would like a refresher.

[www.cilip.org.uk/kmgettingstarted](http://www.cilip.org.uk/kmgettingstarted)





## 04

### Find a CILIP mentor

Your mentor is a key part of your KM Chartership; they are there to guide and support you throughout the process.

All of our mentors have completed the CILIP mentorship training programme and know how to advise you to successfully complete your KM Chartership.

A full list of registered mentors along with guidance about contacting them is available to enrolled candidates on our website.

We recommend you choose a CILIP mentor in a different type of organisation from your own. This will make it easier to discuss service performance objectively and helps with acquiring wider professional knowledge. Although you may choose a

CILIP mentor from within your organisation, our experience is that you will get more from the mentor/mentee relationship if you look outside your own organisation. Your line manager cannot be your mentor as this would make it difficult to evaluate things objectively.

Once you have found someone who is willing to mentor you, you should set up your first meeting – this can be in person, on the phone, or online. At this meeting, you may wish to complete the Mentoring Agreement Form together so you know what to expect from each other.

Full details of what you can expect from your mentor, tips for ensuring an effective mentoring relationship and what to do if you think the relationship isn't working are also available on our website.

[www.cilip.org.uk/kmchartership/your-mentor](http://www.cilip.org.uk/kmchartership/your-mentor)

#### What is mentoring?

**“Mentoring is an approach to people development that is independent of and takes place outside any line management relationship”.**

Kay, D. and Hinds, R. (2009) *A practical guide to mentoring*. 4th ed. Oxford: How To Books.

## STAGE TWO

# Assessing your skills and knowledge with the PKSB\*

Part of the Chartership process is keeping a record of your professional development.

**The Professional Knowledge and Skills Base (PKSB) for Knowledge Management is designed to help you do this. The PKSB outlines the broad range of knowledge and skills required of Knowledge Management practitioners.**

The online PKSB tool covers the full range of skills used within the wider information profession; for Knowledge Management Chartership you will pay special attention to those skills and areas of expertise that have been identified as supporting Knowledge Management. Use the PKSB to complete a self-assessment of your skills and knowledge and to identify areas for improvement.

Your initial PKSB self-assessment is your development plan; use the comments fields to record what you want to achieve and how you might go about that. You are not expected to address all the gaps you have across the PKSB; just select what is useful for you to develop at this stage in your career, for your current job, or other areas that interest you. You will need to identify areas in which you hope to improve, the activities you plan to do to achieve this, and a proposed timescale for each activity. You may wish to get advice from your mentor during this process. Remember, the assessors will want to see a clear knowledge management focus to your development plan.

If you are an established Knowledge Management professional and undertake regular CPD you may wish to reflect on your development over the last 12-18 months, as an alternative to planning a programme of (future) development. In this case you should report on your initial skills levels before you undertook these CPD activities.

You may also combine reflection on recent (past) CPD with a planned programme of (future) development.

You can update your personal PKSB during the Chartership process – think of it as a living document. You will need to show your progression in your submission so make sure you save a version of your PKSB assessment. The online PKSB tool can be found on our website.

[www.cilip.org.uk/kmchartership/pksb](http://www.cilip.org.uk/kmchartership/pksb)

\* Professional Knowledge and Skills Base (PKSB)

## STAGE THREE

# Developing yourself and collecting evidence

This is the stage where you work on developing skills and knowledge, collect evidence of doing so, and reflect on the process.

### You'll spend the majority of your Chartership time in this stage.

You may wish to set up a method of recording your evidence as you collect it. Tips on collecting evidence and recording progress are available on our website.

[www.cilip.org.uk/kmchartership/develop](http://www.cilip.org.uk/kmchartership/develop)

We're not prescriptive about how you develop your practical knowledge, skills and expertise. There are a number of ways you can do this, including short courses, workshops, new projects, temporary secondments, work shadowing and volunteering.

Don't forget that getting involved in the committee of one of our Member Networks can be a great way of developing connections and skills which aren't always possible in the workplace.

### What sort of evidence should I collect?

Evidence can take many different forms, here are some examples:

- Presentation notes
- Meeting minutes
- A training plan
- Conference evaluations
- Reports
- Visit reports
- Blog posts
- Annotated bibliographies

This is not an exhaustive list, so just remember that your evidence should demonstrate value and meet the assessment criteria.

It is fine to use older evidence provided it is still relevant and is included alongside current evidence.

## STAGE FOUR

# Assembling your submission

Once you feel you have compiled sufficient evidence to show improvement and to meet the assessment criteria, you'll need to start assembling your submission.

During this stage you will need to do the following.

## 01

### Select your evidence

Select the evidence and documentation to support your application

You'll need to select only the most appropriate and relevant evidence to demonstrate how you have met the assessment criteria.

You will also need to include:

**Your CV:** This should be annotated, up to four pages, and include some reflection on your career development so far.

**Your most recent job description:** This should be annotated to include some reflection on your role. If you have changed jobs during your Chartership period then you can include both job descriptions if you want to.

**Your PKSB assessment:** You'll need to include a copy of your PKSB assessment to show how you've progressed over the period of your Chartership. Your PKSB evaluation will have changed from when you first started and new development opportunities may have been added.

Your PKSB self-assessment is meant to be a tool that you can use throughout your career so don't feel you have to have completed every opportunity when you come to submit, just include your progress so far in your chosen areas.



02

## **Write your evaluative statement**

Your evaluative statement should be no more than 1000 words and needs to show how you have met each of the three assessment criteria with a clear link to the evidence you have selected to demonstrate this. It's a good idea to use a clear referencing system to make this easy to refer to and for assessors to follow. You may wish to use the assessment criteria to help structure your evaluative statement (they will not be included in the word count if you do). The statement should focus mainly on reflection, with details about the activities you took part in or explanations of work functions used as part of your evidence.

03

## **Collate and present**

Collate and present all information in your final Chartership submission.

As a knowledge professional, organising information is a core skill to demonstrate. Consider the assessor when editing and arranging your submission and be selective with your evidence and demonstrate clearly how you meet the criteria.

### **Reflective writing**

Reflective writing is your response to experiences, opinions, events or new information. It is a way of thinking to help you to explore your learning and gain self-knowledge.

Most importantly it is your personal reaction to the situations you encounter and is invaluable when aiming to get the most out of your learning experiences.

Reflective writing is not pure description, judgement, or instructions.

If you want to get more information you can also attend a reflective writing workshop – these take place across the UK and you can find more details on the CILIP events calendar. You will also have access to online versions of some of this training both for those that are unable to get to a training session and as a useful reminder.

## STAGE FIVE

# Submitting your application

Once you and your mentor are satisfied that you have met the assessment criteria and completed your submission you're ready to send it to us!

**Once you've made your submission you won't be able to make any further changes. We will confirm we've received it and ask you to pay your submission fee. Your submission won't be passed on to the assessors until you've paid.**

Your portfolio will then be assessed by the Professional Registration and Accreditation Board. In most cases this process will take around 4–8 weeks and you may be asked to submit further information before your assessment can be completed.

Once your assessment is complete we will email you to let you know your results.

If the Board has recommended approval of your application, you will receive a certificate confirming your election to the Register of Chartered Members and will be able to use the post-nominals MCLIP Chartered Knowledge Manager.

If you have been unsuccessful, we will provide you with feedback, information and advice on the next steps. This will include information on the appeals procedure.

**Remember to include all of the items outlined in the submission checklist (Appendix).**

You can submit your submission on the CILIP website.

[www.cilip.org.uk/kmchartership/submit](http://www.cilip.org.uk/kmchartership/submit)



# Support and guidance

Here are a number of resources which are aimed at supporting you through the Chartership process.

## Your Mentor

Your **CILIP mentor** is your first point of contact if you have any questions. They can help you with any questions you have about the process or about your approach to Chartership.

## Support near you

**Regional Member Networks** are there to support you throughout your career, and Chartership is no exception.

In addition to training and networking events to help you during the process, a **Candidate Support Officer** is available to answer any questions you may have about Professional Registration. Contact your local Candidate Support Officer or the Member Services team for more information.

## We're here for you

A dedicated team at CILIP is available to answer any questions you have and provide support, advice and guidance.

### **CILIP support team:**

020 7255 0500

[memberservices@cilip.org.uk](mailto:memberservices@cilip.org.uk)

## Sample submissions

All submissions are unique, but you may find it useful to take a look at the way in which other people have structured theirs. Current examples (called portfolios) are available from CILIP's general Chartership scheme; your **Candidate Support Officer** will have some for you to browse, or you can view some examples on our website.

[www.cilip.org.uk/kmchartership/resources](http://www.cilip.org.uk/kmchartership/resources)

## Fees

There is a charge for Chartership which represents a contribution towards the costs of the assessment and administration process. You can find a list of current charges on our website.

[www.cilip.org.uk/kmfees](http://www.cilip.org.uk/kmfees)

# What next?

## CPD and Revalidation

By undertaking Knowledge Management Chartership, you are committing to undertaking CPD.

There are many ways in which you can continue to develop your skills, and it is good practice to continue to use the PKSB for Knowledge Management to do so. In order to develop your skills and knowledge further, you can undertake CPD in a variety of ways; professional reading, events, training, job shadowing, or online discussions. We've got a range of CPD opportunities you can take part in, including:

- Training and events provided by CILIP and the Devolved Nations, Regional Member Networks and Special Interest Groups
- Facet Publishing titles
- *Information Professional*, our sector leading magazine
- Webinars and resources on the CILIP website

In order to demonstrate that you are continuing to work at Chartership level and are committed to CPD, you should revalidate your Chartership each year. In order to revalidate, you will need to record your CPD activities (a minimum of 20 hours per year) and write a 250 word evaluative statement demonstrating how the activities over the past year support the three Chartership criteria.

[www.cilip.org.uk/revalidation](http://www.cilip.org.uk/revalidation)

## Mentoring

You may also want to consider becoming KM mentor. Becoming a mentor can improve your ability to develop and nurture your own staff while learning new ideas and approaches from other professionals. Many mentors value the feeling of 'giving something back' to the profession too. Mentoring can be done in person, by email, by telephone or on online platforms.

## Fellowship

Fellowship is the highest level of CILIP Professional Registration. If you hold a senior position in your organisation, or have made a significant contribution to the Knowledge Management Profession, Fellowship is for you.

# Submission checklist

Your Knowledge Management Chartership submission needs to contain the following:

- Your evaluative statement addressing the Chartership criteria
- Your supporting evidence
- Your annotated curriculum vitae
- Your annotated job description
- Your personal PKSB assessment

[www.cilip.org.uk/kmchartership/submit](http://www.cilip.org.uk/kmchartership/submit)

