

Knowledge Management Chartership

Your guide

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About Knowledge Management Chartership

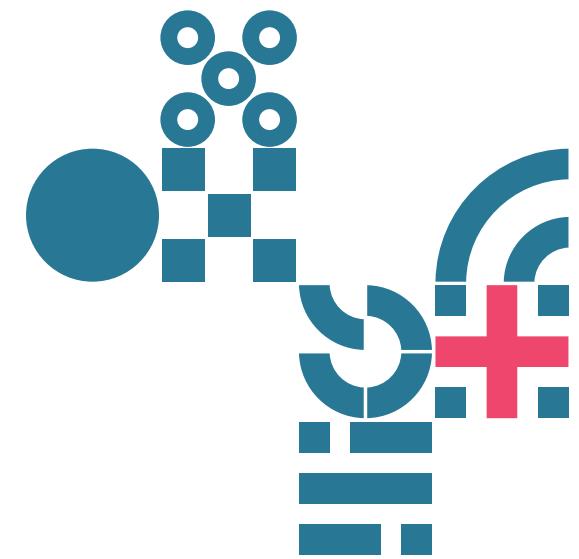
Knowledge Management Chartership is the level of Professional Registration for those working in Knowledge Management (KM) roles who wish to be recognised for their skills, knowledge, and application of these in the form of reflective practice.

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

The value of KM Chartership is that you are demonstrating your commitment 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 and with a body of KM experience.

Once you are awarded KM Chartership you can use the post-nominal letters MCLIP KM, for as long as you continue to be a member of CILIP.

Once are awarded KM Chartership, we recommend that you revalidate annually to demonstrate your commitment to CPD. The CILIP Register of Practitioners shows both the initial date of your award and the date of your most recent revalidation.



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 KM Chartership.

01

Join CILIP

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

www.cilip.org.uk/join



02

Enrol for KM Chartership

You can enrol for KM Chartership on the website. In order to enrol, you will need to have your membership number and be ready to pay your registration fee.

www.cilip.org.uk/kmenrol

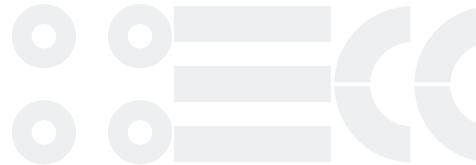
03

Getting started

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

CILIP's Professional Registration Support Officers (PRSOs) organise regular 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 KM Chartership; it's a good way to get going and enables you to meet others who may be able to help you during the process. Details of planned workshops can be found on the CILIP events calendar under the 'Professional Registration' category. You can also access recordings of some online workshops through the KM Professional Registration Candidates' Group.

www.cilip.org.uk/events



04

Contact a Professional Registration Support Officer (PRSO)

CILIP's network of regionally based PRSOs are there to guide and support you through the KM Chartership process. They work closely with CILIP and the Assessors to provide consistent and well-informed training and advice to all our members who are working towards Professional Registration.

In addition to running *Getting Started with Professional Registration* workshops, PRSO's also deliver Portfolio building workshops and online drop-in sessions for candidates with questions about any aspect of Professional Registration.

We recommend that you contact a PRSO near you at the earliest opportunity to let them know that you have started your journey towards KM Chartership. A full list of current PRSOs can be found in the KM Professional Registration Candidates' Group.

05

Consider finding a Development Mentor

You do not need to have a mentor to complete your KM Chartership, but it is advised.

All of our Development Mentors have completed the CILIP mentorship training programme and are able to facilitate your personal and professional growth through the sharing of their own knowledge, skills and experience and by helping you to find your own solutions regarding suitable CPD opportunities and wider sector knowledge.

If you decide you would like a mentor, a full list of registered mentors along with guidance about contacting them can be found in the KM Professional Registration Candidates' Group.

We recommend you choose a CILIP mentor from a different sort of organisation from yourself. This will make it easier to discuss service performance objectively and helps with acquiring wider professional knowledge.

Though you may choose a CILIP mentor within your organisation, your line manager must not 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 need to set up your first meeting – this can be in person, on the phone, or online. Full details of what you can expect from a mentor, tips for ensuring an effective mentoring relationship and what to do if you think the relationship isn't working out are also available in the KM Professional Registration Candidates' Group.

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 KM Chartership process is engaging with your professional development.

The Professional Knowledge and Skills Base (PKSB) is designed to help you do this. The PKSB outlines the broad range of knowledge and skills required across the information profession.

The online PKSB tool covers the full range of skills used within the wider information profession. Use the PKSB to complete a self-assessment of your skills and knowledge and to identify areas for improvement

You should use the PKSB to assess your skills at initial, current and target stages. This is your development plan; use details in the comments fields to record what you want to achieve and how you might go about that.

Don't score yourself on every element of the PKSB; just focus on what is useful for you to develop at this stage in your career, not just for your current job but other areas that interest you personally and professionally.

For KM Chartership we recommend choosing 6-10 areas to focus on, remembering to ensure that the evidence you include in your submission is relevant and clearly shows how you meet the criteria. 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 ask advice from your mentor during this process.

You can update your PKSB throughout the KM Chartership process – think of it as a living document. You will need to show your progression in your submission so make sure that you include your initial PKSB assessment ratings and why you have chosen these areas to focus on. Add your current and target ratings when you submit along with reflective comments explaining how you have progressed against your initial plans.

For KM Chartership you are required to focus on the areas of the PKSB that support Knowledge Management, specifically the personal professional development that you evidence should be:

1. 60% should be from PKSB professional expertise section 6: knowledge management;
2. 20% should be from PKSB generic skills sections 10 & 12 (section 10: customer focus, service design and marketing; section 12: strategy, planning and management); and
3. 20% should be from PKSB areas of your choice.

Access the PKSB on our website.
cilip.org.uk/pksb

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 KM Chartership time on this stage.

You may wish to set up a method of recording your evidence as you collect it, such as a reflective journal. Tips on collecting evidence and recording progress are available in the KM Professional Registration Candidates' Group.

We're not prescriptive about how you develop your knowledge, skills and expertise. There are a number of ways you can do this, but don't forget that getting involved in the committee of one of CILIP's Regional Member Networks or Special Interest Groups can be an ideal way to develop skills that aren't always possible in the workplace.

What sort of evidence should I collect?

Evidence can take many different forms, it can be based on:

- Presentation notes
- Training plans
- Course and conference evaluations
- Reports
- Visit and shadowing reports
- Blog posts
- Annotated bibliographies

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

Reflect on how the evidence you've collected has affected your personal development, you should annotate the documents to demonstrate this. Refresh your evidence as you go along. It is fine to use older evidence provided it is still relevant to and is included alongside current evidence.

Additional guidance on collecting evidence can be found in the KM Professional Registration Candidate's Group.



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 the **most appropriate and relevant** evidence to demonstrate how you have met the assessment criteria. We recommend **12-16 pieces** of evidence as a maximum. Be strategic about what you choose. One piece of evidence can be used to meet more than one criterion. There is a **file size limit of 30MB** for your submission, so you need to ensure that you do not exceed this.

You will also need to include:

Your CV: This should be no more than four pages long. This should be annotated to show where you have gained KM experience in your roles if this is not already clear. If your CV also forms part of your evidence, you will also need to annotate it and include some reflection on your career development so far.

Your most recent job description: Your job description helps the assessors by providing some context for your development. This should be annotated to highlight the KM elements of your role if this is not already

clear. If your job description also forms part of your evidence, you'll need to annotate it to include some reflection on your role.

If you have changed jobs during your KM Chartership, then you can include all relevant job descriptions if you want to. If you don't have a job description, then write your own. You can look at similar jobs on *Information Professional* Jobsite to help you with this.

Your organisation's aims and objectives (or equivalent): Please include a copy of your organisation's aims and objectives to provide context and a reference point to support criterion 2.

02

Your PKSB assessment: You'll need to include a copy of your PKSB assessment showing your initial, current and target ratings to demonstrate how you've progressed over the period of your KM Chartership. Your PKSB evaluation will have changed from when you first started and new development opportunities may have been added.

Your 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.

Disability impact statement (if appropriate): You'll find a copy of the disability impact statement in the KM Professional Registration Candidates' Group for you to complete if you need to.

If you are neurodivergent and/or you have a disability and you believe you may require support with your submission, please contact the CILIP team on memberservices@cilip.org.uk so we can help you with any requirements you may have.

03

Write your evaluative statement

Your evaluative statement should be **no more than 1000 words** spread equally across the assessment criteria, and must show how you have met each of them with a clear link to the evidence you have selected to demonstrate this. Footnotes are not included in your overall word count.

You must use a clear referencing system to make this easy to refer to and for assessors to follow. See the appendix on file naming and saving for further advice.

You'll find a template to help you structure your evaluative statement in the KM Professional Registration Candidates' Group. 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.

Read the assessment criteria in full [here](#).

Collate and present

Collate and present all information in your final KM Chartership submission.

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

Tips to ensure you keep within the 30MB file limit:

1. You can link to external sources of information you wish to refer to e.g. your blog posts, podcasts, presentations on slide share, etc...

2. Only include the pertinent parts of a document e.g. your organisation strategy document may be quite large, but there could be just a paragraph which outlines the aims for your service. Just include that part with your reflective comment.

STAGE FOUR Assembling your submission

3. You can synthesise documents into one piece of evidence. E.g. if you have undertaken a number of activities to develop a particular area of the PKSB you don't have to have a piece of evidence for each. You can summarise them into one document that reflects on what you have learnt from your activities and how you have developed in that area.

Reflective writing

Reflective writing is a technique to capture experiences, opinions, events or new information. It is a process 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. See the *Reflective writing hints and tips* section at the end of this document for further guidance.

If you need more information you can contact your PRSO or check the KM Professional Registration Candidates' Group for more information and guidance on reflective writing.



Submitting your application

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

Assemble your submission into a single zipped file (under 30mb in size) then upload it for assessment using the link below. During this process you will be asked to pay the submission fee. If you wish to pay by invoice make sure you provide a Purchase Order number if your organisation requires it.

You can submit your submission on the CILIP website.

www.cilip.org.uk/page/KMSubChart

Once you have made your submission you will not be able to make any further changes.

Please double check that you have included all the required items outlined in the submission checklist (Appendix); and have used the correct file name convention.

We will confirm that we have received your submission. If you have asked to pay by invoice, you will need to arrange payment before your submission is passed to the assessors.

Your portfolio will then be assessed by the Professional Registration Panel. In most cases this process will take around 2-3 months 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 Panel has recommended an approval of your application, you will receive a certificate confirming your election to the

Register of Practitioners as a Chartered Knowledge Manager and you will be able to use the post-nominal letters MCLIP KM.

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

We keep submitted portfolios and assessor feedback for **1 year**. Key data (name, level, membership number, date submitted, date awarded) is kept permanently.

Assessment criteria for KM Chartership

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

01 Personal performance

CRITERION: IDENTIFY areas for improvement in your personal performance, UNDERTAKE activities to develop skills, APPLY these in practice, and REFLECT on the process and outcomes. /

The first criterion is about being a reflective practitioner, thinking about what you have done and how you have developed professionally in the last one or two years, what you wish to improve and how you intend to do this.

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.

Using the PKSB will help you to identify your skills gaps. You can also discuss this with your line manager and your mentor to identify appropriate development activities and opportunities to undertake them. In doing

this you should consider not only the skills and knowledge you need for your current role but also for future roles, your future career and for the KM Chartership process.

You may find it useful to draw up a plan for your development activities to help you keep track of what you have done. When you have completed an activity, think about the skills you have developed or knowledge you have gained, and how you have used, or plan to use it, in your career. Writing some brief notes will help you to reflect on your experience and these should form part of your supporting evidence.

Other evidence might include examples of your work with a reflective commentary covering what went well, what could have been done better and how you plan to improve. You can annotate documents such as job descriptions and development plans to add in your reflective comments highlighting your professional journey.

Following completion of the developmental activities, your PKSB should show where and how you have improved. You will be assessed on the ability to apply the skills and knowledge that have been developed, and your reflection on the process and learning outcomes.

For KM Chartership, when identifying areas for personal development, the assessors expect candidates to focus on areas supporting Knowledge Management, specifically:

1. 60% should be from PKSB professional expertise section 6: knowledge management;
2. 20% should be from PKSB generic skills sections 10 & 12 (section 10: customer focus, service design and marketing; section 12: strategy, planning and management); and
3. 20% should be from PKSB areas should be from PKSB areas of your choice.

02 Organisational context

CRITERION: EXAMINE the organisational context of your service, EVALUATE service performance, SHOW THE ABILITY to implement or recommend improvement, and REFLECT on actual or desired outcomes. /

This criterion requires you to apply all your reflective skills to examine and evaluate service performance and to express your views on its effectiveness. You should consider your service in the context of the wider organisation; for example, a legal knowledge service as part of the whole firm.

Look at your service aims and objectives and make your own judgement about how well you consider they are met, how effectively your service contributes to the whole organisation, and your role within that. It is perfectly acceptable to criticise the organisation for which you work, as long as you do so constructively and fairly.

Can you recommend any improvements that would help the service meet its objectives? You may be able to implement these recommendations, in which case you should reflect on the outcomes. If you are not in a position to implement them, you can still reflect on the desired outcomes.

You should include a copy of the service aims and objectives (or an extract from them) in your evidence. This may include annotations, or your comments in a separate document. If your organisation does not have aims and objectives, consider what you would include if you were asked to draw them up; then reflect on how effectively these are being met, and what could be improved, as suggested above.

Your own or other people's surveys and statistical information can provide useful evidence for this criterion, and you should include your own reflections on these. Evidence might also include examples of work you have done to improve the service, with your reflections on the outcomes.

You will be assessed on your ability to identify areas for service improvement, the recommendations you make to close the gap between current and ideal performance and your reflections on this process.

For KM Chartership you are expected to address this criterion from the perspective of a knowledge management practitioner.

03 Wider professional context

CRITERION: ENHANCE your knowledge of the wider professional context of your work and REFLECT on areas of current interest. /

The evidence you include for this criterion should show that you can see beyond your workplace and sector and have an understanding of the wider profession and the issues and concerns that it faces.

You may achieve this understanding through professional reading of journals, blogs or books; discussions with colleagues or your mentor; visits and job shadowing experiences with other information providers; involvement in CILIP groups or Regional Member Networks; attendance at conferences or events; and engagement through social media. Your evidence should include your reflections on some of these activities and you should express your personal views on professional matters clearly.

We also recommend that you demonstrate your understanding of professional ethics, which underpin everything we, as a profession, do and are at the heart of the PKSB and your developing practice.

You will be assessed on your knowledge of other sectors, your engagement with fellow professionals outside of your own workplace and your understanding of issues impacting on the profession as a whole.



Support and guidance

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

Your PRSO

Your Professional Registration Support Officer is your first point of contact and can help you with any questions you have about the process or about your approach to KM Chartership.

Our team of PRSOs run training, networking events and online drop in sessions to support you throughout your KM Chartership journey. You can find contact details for all PRSOs in the KM Professional Registration Candidates' Group.

Support near you

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

www.cilip.org.uk/page/CILIPnearyou

Development Mentors

Our Development Mentors are there to provide a coaching style of mentoring to all CILIP members working towards Professional Registration right through to their first Revalidation submission.

They can help you develop self-awareness, provide guidance, identify learning needs, build self-confidence and use reflective questioning to help you analyse causes, barriers to learning and benefits gained.

Your development mentor is there to help you learn from mistakes and setbacks and celebrate successes.

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

KM Professional Registration Candidates' Group

When you enrol for KM Chartership you are given access to a dedicated KM Professional Registration Candidates' Group. This is where you'll find a wealth of support materials, templates and an online forum to help you connect with other members working towards Professional Registration.



Sample portfolios

All submissions are unique, but you may find it useful to take a look at the way in which other people have structured theirs. You can view sample submissions in the KM Professional Registration Candidate's Group.

Fees

There is a charge for KM Chartership which represents a contribution towards the costs of the assessment and administration process. For current charges please check the website or ask us for details.

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

What next?

CPD and Revalidation

By undertaking KM 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 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 for example. CILIP membership gives you access to a range of CPD opportunities including:

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

In order to demonstrate that you are continuing to work at KM Chartership level and are committed to CPD, you should revalidate your KM Chartership each year. You'll find a revalidation template on the website where you can record your CPD activities (a minimum of 20 hours per year) and write a short comment on each to summarise what you've learnt and show which of the three criteria it meets.

www.cilip.org.uk/page/revalidation

Mentoring

You may also want to consider becoming a mentor. Becoming a mentor can improve your ability to development 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 online.

KM Fellowship

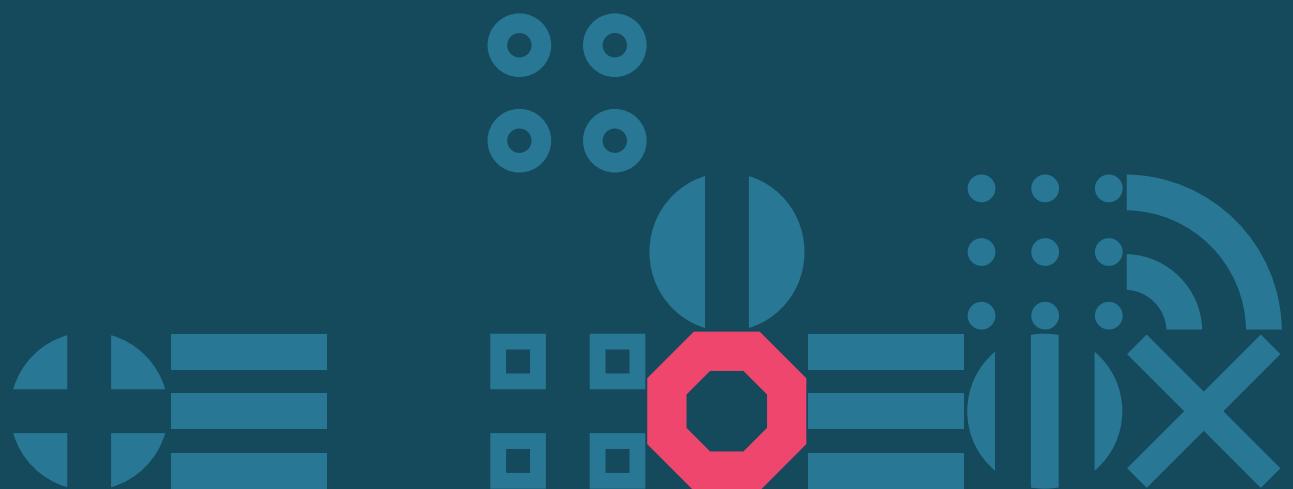
KM Fellowship is the highest level of CILIP Professional Registration. If you hold a senior position within your organisation or have made a significant contribution to the knowledge management profession, KM Fellowship is for you.

Submission checklist

Your KM Chartership submission needs to contain the following:

- Your evaluative statement addressing the KM Chartership criteria
- Your supporting evidence
- Your curriculum vitae
- Your job description
- A copy of your organisation's aims and objectives
- Your personal PKSB assessment with all initial, current and target ratings
- A disability impact statement (if applicable)

www.cilip.org.uk/page/KMSubChart



File naming and saving

It is vital that the assessors find it easy to navigate between your evaluative statement and the supporting evidence.

We suggest creating a pdf file containing your evaluative statement, your evidence, your CV and your job description and using hyperlinks between the elements for ease of navigation.

The file naming convention for your submission should be:

"Firstname"_"Surname"_"CILIP membership number"_"date as MMYY"_"STEVCVJD.pdf

For example:

John_Doe_123456_0619_STEVCVJD.pdf

The "STEVCVJD" in the file name indicates that the pdf contains the evaluative statement, the corresponding evidence, your CV and your job description.

If you choose to submit the statement, evidence, CV and job description as separate files you must use clear file names that follow the convention:

"Firstname"_"Surname"_"CILIP membership number"_"date as MMYY"_"document name".pdf

For example:

John_Doe_123456_0619_statement.pdf

John_Doe_123456_0619_evidenceA.pdf

John_Doe_123456_0619_evidenceB.pdf

John_Doe_123456_0619_CV.pdf

John_Doe_123456_0619_JobDescription.pdf

John_Doe_123456_0619_PKSb.pdf

John_Doe_123456_0619_AimsObjectives.pdf

The nature of your evidence may mean that you use file types other than pdf. However please bear in mind that pdfs are often the most stable and device agnostic format, and we strongly recommend them for textual content.

When saving as PDF format, ensure that you choose **minimum size (publishing online)*** to reduce the file size.

Finally, you will need to put all of your submission files into a single zipped folder for online upload. The file naming convention for this should be:

"Firstname"_"Surname"_"CILIP membership number"_"date as MMYY"_"submission.zip

For example:

John_Doe_123456_0619_submission.zip

Your zipped file must be no larger than 30MB in total.

*See support.microsoft.com/en-gb/office/save-or-convert-to-pdf-or-xps-in-project-desktop-d85416c5-7d77-4fd6-a216-6f4bf7c7c110 for full instructions.

Hints and tips for reflective writing

If you are new to reflective writing you may find it helpful to use these questions to draft some notes for your evaluative statement.

CRITERION 1

Personal performance

What areas did you choose to develop? Why?
What activities did you do?
What did you learn from them?
Have you applied them in your practice?
What was the result?
Do you think it worked?
What would/could/did you do differently?
If you think back to where you were when you started, and where you are now – what has changed?
What do you think you have learned from the whole process?

CRITERION 2

Organisational context

Look at your organisation's aims and objectives.
How do you personally contribute to these in your role?
Have you initiated any service developments?
What did you do or recommend to improve the service? Why?
How do you think it went?
What worked well?
What didn't work well?
If there were any things that "failed" why do you think this was?
What could have been done differently to change this?
Are there areas of your service you'd like to change if you could? Why?
Have your CPD activities helped you in your role at work? How?

CRITERION 3

Wider professional context

What activities have you undertaken to find out about other sectors or services outside your current employer?
Have you learnt anything that you could apply to your own organisation or role?
What are the issues affecting your sector?
Have other sectors faced these?
What can you learn from them?
Can you compare and contrast practices within your organisation to those in other organisations?
How does knowing about other sectors help you as a professional?
How does knowing about issues and trends in the wider profession help you as a professional in your organisation?
What do you feel you have learnt from doing this?

You could also use the STAR framework to help you frame your answers.

S

Situation questions

What was involved?

Who was involved?

What was the challenge?

What was the issue?

T

Task questions

What was the objective?

What was the goal?

A

Action questions

What did you do?

Why did you do it that way?

What are your thoughts about the action that you took?

What are your feelings about the action that you took?

R

Result questions

What changed?

What was the outcome?

What did you learn?



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