

ISKO Singapore with CILIP UK
“How to Become a Chartered Knowledge Manager”
18 June 2021

Edited notes of Chat Channel/ Q&A

Patrick: CILIP’s work on the ISO 30401 standard catalysed the need to extend CILIP’s chartership to KM

Tami: Where can we see the skills that are included in the PKSB (Professional Skills and Knowledge Base)?

Patrick: <https://www.cilip.org.uk/page/PKSB>

Jo: A revised PKSB is due for release in September. It gives KM its own section and more overtly maps to the ISO 30401 standard. We had leading KM practitioners working on the revision with us.

Safawi: is there any stage or module for professional development activities?

Jo: The PKSB helps you target your CPD (Continuing Professional Development) to suit your context and circumstances. There are no specific modules. Candidates can draw CPD from many sources, formal and informal. Being a CILIP member gives you access to lots of CPD opportunities as well.

Tami: Are you thinking about special Chartership for independent consultant?

Jo: It is possible to complete Chartership/KM Chartership as a consultant already. The revised PKSB, due for release in September, adds consulting as a specific area.

Tony: As a KM Consultant I have worked with many organizations implementing KM Strategies, Methods and tools, how does my experience align with either being a Chartered member or a Fellow?

Jo: We encourage people to self-designate the level they enrol for (with our support of course if wanted). The first step is to look closely at the 3 assessment criteria for each level and see which is the best fit. We also have a great community and we can put you in touch with support to help with that decision.

Jo: We have lots of resources, including a team of Professional Registration Support Officers, as well as the CILIP team to help.

Brett: I enrolled back in April and did the self-assessment (or at least up to the part of where i wanted to "get to". I'm looking forward to seeing how the next stages of this (including mentoring) ensue. That's kind of where I'm stuck - how the mentoring piece works and how to assemble my entry for evaluation.

Sonia: Hi Brett, if we don't get to cover query here, I'll drop you a line after, Sonia

Giny: I find it very hard to find a mentor. Until now, I still cannot find anyone to be my mentor. Does anyone come across the same issue?

Azlinayati: I had the same issue at the beginning of my journey. I reached out to CILIP and Sonia finally helped me to connect to my mentor then.

Sonia: In general, a mentor supports candidates by being a mentor for professional development, so they would be someone that you discussed the development plans, and development progress that you make. Mentors are optional, and some candidates choose not to use a mentor. For advice on the 'process' of undertaking KM Chartership candidates can come to me or to one of our Professional Registration Officers PRSOs

Jo: We do have a CILIP award for Mentor of the Year.

Edgar: How long does it take to obtain the Chartership?

Sonia: Hi Edgar, there is no set timeframe, most candidates take 12-24 months.

Jo: "They don't know how good they are".... I am a mentor too and wholeheartedly agree with Keith's statement.

Paul: Jo / Sonia if anyone on the call wants to be a mentor how do they go about it AND is there training for mentors?

Jo: Professional Registration mentors need to hold a level of Professional registration themselves. We do offer training.

Sonia: Yes, re mentors, we do require mentors for professional registration to have undergone it themselves, and there are plans for training later this year. Anyone interested should contact us via memberservices@cilip.org.uk

Sonia: We use a pool of mentors for all those undertaking professional registration including KM, not all mentors will be KM experienced, but they are experienced in supporting personal professional development and the requirement to be reflective.

Jo: Regarding gaming the process. I agree with all Keith said. In addition we have two external experts as part of the assessment panel to provide scrutiny of the assessment and we also have the external quality assurance of the awards by SQA.

Brett: There should be a distinction between a university degree in KM/IM/Library Science, and a Chartership program like this. Study and deep thinking vs Performance and reflection.

Meena: I've recently heard of KM certification for managers who do not practice any KM at work. I know of one who got certification in one month. I suppose my question is, in a sea of certification processes that are sometimes from unregulated sources, what is the edge of having CILIP Chartership? I certainly understand the process here is very well regulated and managed. But how would this compete with the less scrupulous cert processes?

Patrick: My understanding is that this is in a different league from certification courses - this is about professional recognition by professional bodies based on professional development and a peer reviewed portfolio, not completion of a short course of study against a syllabus.

Brett: I agree. "Chartership" is much more committed than a basic "cert". Much the same as earning a degree in this profession requires deep study.

Brett: I actually find that this is not US-based to be more valuable. This means I have to work hard to properly communicate what I do/what I am in language that is more broadly understood.