



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Knowledge Management Structures and Mechanisms Development

Business, Commerce and Management Studies / Public Administration

Unit Standard 243121 · NQF Level 6 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips learners with the skills and knowledge to design and implement effective knowledge management structures and mechanisms within an organisation. Participants will learn to develop frameworks that capture, store, and disseminate critical knowledge, fostering a culture of continuous learning and improved decision-making.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	243121
Accreditation	SAQA Accredited · NQF Level 6 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyse the organisation's knowledge needs and identify gaps in current knowledge management practices.
- Design appropriate structures and mechanisms to facilitate the capture, storage, and sharing of knowledge.
- Implement knowledge management processes that align with organisational strategy and culture.
- Evaluate the effectiveness of knowledge management structures and mechanisms and recommend improvements.
- Demonstrate the ability to foster a knowledge-sharing culture among stakeholders.
- Apply relevant legal and ethical considerations in the management of organisational knowledge.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, and knowledge management practitioners who are responsible for developing and maintaining knowledge management systems within their organisations.

COURSE OUTLINE

Day 1: Introduction to Knowledge Management and Structures

- Overview of knowledge management concepts
- Data, information, and knowledge continuum
- Types of knowledge: explicit and tacit
- Knowledge management frameworks
- Benefits and challenges of knowledge management
- Introduction to knowledge management structures

Day 2: Knowledge Management Processes and Lifecycle

- Knowledge management lifecycle models
- Knowledge creation techniques
- Knowledge capture and codification
- Knowledge storage and retrieval systems
- Knowledge sharing mechanisms
- Knowledge application and reuse

Day 3: Designing Knowledge Management Structures

- Types of knowledge management structures (centralised, decentralised, hybrid)
- Roles and responsibilities in knowledge management
- Communities of practice
- Centres of excellence
- Knowledge repositories and taxonomies
- Governance and policies

Day 4: Mechanisms for Knowledge Capture and Codification

- Knowledge elicitation techniques (interviews, observation, workshops)
- Documenting best practices and lessons learned
- Codification standards and templates
- Knowledge bases and wikis
- Content management systems
- Quality assurance in codification

Day 5: Mechanisms for Knowledge Sharing and Collaboration

- Collaboration platforms (intranets, social networks)
- Knowledge cafés and forums
- Mentoring and coaching programmes
- Storytelling and narrative techniques
- Incentives and recognition for sharing
- Overcoming barriers to sharing

Day 6: Technology and Tools for Knowledge Management

- Knowledge management software (e.g., SharePoint, Confluence)
- Search and retrieval technologies
- Artificial intelligence and machine learning in KM
- Cloud-based solutions
- Mobile access and user experience

- Data privacy and security considerations

Day 7: Implementing Knowledge Management Structures and Mechanisms

- Project planning for KM implementation
- Change management strategies
- Stakeholder engagement and communication
- Training and support
- Pilot projects and scaling
- Key performance indicators for KM

Day 8: Assessing and Improving Knowledge Management Systems

- Knowledge management audits
- Maturity models (e.g., KM maturity model)
- Balanced scorecard for KM
- Feedback loops and iterative improvement
- Benchmarking against best practices
- Reporting and dashboard design

Day 9: Integration, Case Studies, and Action Planning

- Case studies from various industries
- Group analysis and discussion
- Developing a KM action plan
- Presentation skills for pitching KM initiatives
- Course review and evaluation
- Certification and next steps

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 36,600.00	R 36,600.00
1	In-House	R 47,600.00	R 47,600.00
1	On-Campus (Pretoria)	R 55,000.00	R 55,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
31 Jul 2026	12 Aug 2026	On-Campus	Dar es Salaam, Tanzania
03 Aug 2026	13 Aug 2026	On-Campus	Johannesburg, South Africa
04 Aug 2026	14 Aug 2026	On-Campus	Mauritius
05 Aug 2026	17 Aug 2026	On-Campus	Cape Town, South Africa
06 Aug 2026	18 Aug 2026	On-Campus	Dubai, UAE
07 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
07 Aug 2026	19 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	20 Aug 2026	On-Campus	Mauritius

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 243121) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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