



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 Principles and Application

Business, Commerce and Management Studies / Generic Management

Unit Standard 252044 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the foundational principles and practical application of knowledge management within an organisational context. Participants will learn how to identify, capture, store, share, and leverage knowledge assets to enhance decision-making, innovation, and operational efficiency. The course aligns with the SAQA unit standard 252044, ensuring a structured approach to managing explicit and tacit knowledge.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	252044
Accreditation	SAQA Accredited · NQF Level 5 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of knowledge management to support organisational objectives and improve performance.
- Analyze the role of tacit and explicit knowledge in organisational learning and innovation.
- Evaluate existing knowledge management processes and identify areas for improvement.
- Design a basic knowledge management framework that facilitates knowledge capture, storage, and sharing.
- Implement strategies to promote a knowledge-sharing culture and overcome barriers to knowledge transfer.
- Demonstrate the use of knowledge management tools and techniques to enhance collaboration and decision-making.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, information officers, and professionals responsible for knowledge processes in their organisations.
- It is also suitable for individuals seeking to improve their understanding of knowledge management practices in the workplace.

COURSE OUTLINE

Day 1: Foundations of Knowledge Management

- Introduction to Knowledge Management (KM)
- Data, Information, Knowledge, Wisdom (DIKW) hierarchy
- The knowledge lifecycle: creation, storage, sharing, application
- Types of knowledge: tacit vs. explicit
- KM frameworks: SECI model, Nonaka & Takeuchi
- Benefits and challenges of KM
- Case studies of KM in South African organisations

Day 2: Knowledge Management Processes and Tools

- Knowledge creation: brainstorming, communities of practice
- Knowledge capture: interviews, after-action reviews
- Knowledge storage: databases, wikis, document management systems
- Knowledge sharing: mentoring, storytelling, collaboration platforms
- KM tools: intranets, social networks, expert systems
- Barriers to knowledge sharing and how to overcome them
- Practical exercise: mapping a KM process for a given scenario

Day 3: Implementing and Sustaining Knowledge Management

- KM strategy development: vision, objectives, governance
- Measuring KM: balanced scorecard, KM audits, KPIs
- Culture and change management in KM
- KM roles: knowledge champions, communities of practice
- Integrating KM with quality management, HR, and IT
- Legal and ethical considerations: intellectual property, confidentiality
- Group activity: design a KM implementation plan for a case organisation

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 **6 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 18,800.00	R 18,800.00
1	In-House	R 24,500.00	R 24,500.00
1	On-Campus (Pretoria)	R 28,100.00	R 28,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Mauritius
05 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Mauritius
11 Aug 2026	13 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa

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 252044) 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.

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 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za