

Toward a knowledge management framework for language and learning services

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Among the many buzzwords born of business-speak in the new economy, the term 'knowledge management' stands out as uniquely impenetrable, but also of unique pertinence to the work of Language and Academic Skills (LAS) practitioners. Often discussed in the same context as organisational learning, knowledge management's central focus is to get the knowledge out of the heads of experts and made available to anyone within an organisation who needs it. In essence, knowledge management allows an organisation to reflect on what it knows and to develop techniques for sharing its collective knowledge. At the core of our profession, language and learning centres are organisations dedicated to helping students learn the skills they need to succeed at university. In this respect, our mission is similar to that of any other learning organisation: LAS centres and the individuals who comprise them have expertise to be shared with students, with faculties, and with each other. Yet no coherent knowledge management framework exists for these centres to follow. Such a framework would need to address both the technical and the collaborative aspects of knowledge management as they relate to teaching and learning. This paper will present preliminary framework to improve the management of knowledge within language and academic skills units.

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