Introduction

Organizations today face challenges in managing their vast and diverse information assets. Many struggle to recognize the value of their information, determine how long it should be retained, and ensure its security. Increasing legal requirements, cyber threats, and risks of exposing personal and sensitive information further amplify the need for robust document control and records management systems.

This **Document Control and Records Management Course** provides practical methods for developing and implementing systems to manage an organization's information, documents, and records effectively. By the end of this course, participants will have the skills and action plans needed to identify, secure, and manage critical information while ensuring compliance with legal, regulatory, and operational standards.

Targeted Groups

This course is designed for professionals including:

- **Records and Information Managers**
- **Privacy Officers**
- **Information Security and Protection Managers**
- **Litigation and Discovery Staff**
- **Compliance Officers**
- **Internal Auditors**
- **Enterprise Content Management Professionals**
- **Administrative Managers**

Course Objectives

Participants will gain the ability to:

1. **Develop a Records Management Program** to enhance organizational value and reduce risks and costs.
2. **Implement Document Control Methods** to identify, secure, protect, and retain critical information.
3. **Apply Regulations and Standards** to ensure compliance in information management practices.
4. **Identify Risks** associated with poor information management to mitigate penalties and financial losses.
5. **Create an Information Asset Register** to catalog and prioritize critical organizational information.

Targeted Competencies

At the conclusion of the course, participants will demonstrate:

- Expertise in **Records Management** and **Document Control.**
- Proficiency in **Information Management** techniques.
- Skills in **Information Asset Identification** and prioritization.
- Ability to develop compelling **Business Cases** for information governance initiatives.

Training and Certification

This course aligns with the curriculum for professional certifications in document control and records management. Participants will acquire the knowledge and practical skills necessary for certification programs, enhancing their professional credibility and expertise in the field.

Whether pursuing a certification or strengthening understanding, this training equips professionals to navigate information governance complexities and ensure organizational success.

Course Content

Unit 1: Principles of Managing Information

- Current practices: Assessing how information is managed today.
- Key definitions: Understanding information-related terminology.
- Document control vs. records management: Understanding similarities and differences.
- Organizational context: Identifying type, staff, and information within an organization.
- Setting and achieving information management goals.

Unit 2: Developing Document Control and Records Management Programs

- Creating a compelling **Business Case**: Purpose, inclusions, and objectives.
- Document control and records management: Specific practices and tools.
- Identifying critical information, documents, and records in various formats.
- Strategies for secure storage of electronic and physical records.

Unit 3: Characteristics of Effective Programs

- Developing **File Plans** and addressing challenges.
- Record classification, retention, and disposition.
- Navigating laws, regulations, and standards.

- Privacy, protection, transparency, and integrity of information.
- Archival requirements: Business, historical, and preservation needs.

Unit 4: Roles, Responsibilities, and Awareness

- Understanding the **Psychology of Filing.**
- Accountability in managing information.
- Effective communication and collaboration in information management.
- Creating and delivering the information management message.
- Developing training and education packages.
- Securing sponsorship and guidance from senior management.

Unit 5: Planning and Action

- Crafting an **Information Management Strategy.**
- Developing actionable plans for document delivery and record management.
- Writing effective policies and guidance documents.
- Building and maintaining an **Information Asset Register.**
- Managing change and addressing risks, including disaster prevention and recovery.
- Creating a comprehensive action plan for continuous improvement.

Conclusion

This course provides a structured and practical approach to **Document Control and Records Management.** Participants will leave with the tools and confidence to implement effective systems that secure critical information, ensure compliance, and enhance organizational resilience in the face of modern challenges.