

INFORMATION/RECORDS COURSES

BY Act Now Training Limited

Our Approach: We try to present a practical training session with an emphasis on allowing delegates to do their job whilst respecting the law. We do not see any merit in taking too strict an approach that puts barriers in your day to day activities.

Too often courses in this area leave public sector delegates feeling short changed. They are often too legal in content or are delivered by people with no practical experience of implementation in this field. We have developed a reputation for delivering highly practical courses, which combine a thorough explanation of the law together with practical advice all geared towards your organisation.

All these courses are designed to be delivered at your premises. If you prefer to send delegates to external courses please visit the Act Now Training website at www.actnow.org.uk.

Course Timings:

Full Day: 10am to 4pm - 1 hour for lunch and 15 minute am and pm break

Half Day (am or pm) - 3 hours with 15 minute break

Requirements: Screen, flipchart and projector to link with our laptop. We will send you a master copy of the delegate pack to be copied by you at your expense.

What courses are available?

1. Records Management: An A-Z Guide
2. Advanced Records Management
3. ERDMS – Electronic Document & Records Management Systems
4. Conducting an Information Audit
5. Records Management: Implementing the Section 46 FOI Code

1. Records Management : An AZ Guide (full day)

Records Management is essential for legislative compliance especially with Data Protection and Freedom of Information. The Scottish and the English FOI Acts place responsibilities on all public bodies to manage their records according to a code of practice. It is essential that organisations know what information they hold, where it is and that it is easily accessible. This practical course, run by a leading expert in this field, will give you an action plan for bringing records management into your organisation. It is suitable for both the public and private sector.

Course Objective: To teach delegates the basics of records management and how to implement it within their organisation. This course is suitable for both the public and the private sector.

Importance of Records Management

- Requirements for managing records
- Paper v electronic

Records Management Standards

- ISO 15489
- Codes of Practice

Records Management Processes

- Records audits
- Process link/workflow
- Functional analysis

- Retention schedules
- Destruction

Doing Records Management

- Arranging records
- Classification
- Indexing
- Metadata
- Electronic records systems

Link with Legislation

- Freedom of Information
- Data Protection
- E – Government

What Next? – Action Plan

Practical Exercises and Discussion

2. Advanced Records Management (full day)

How To Implement The International Records Management Standard: ISO 15489

Records management is an essential tool for all public sector organisations that are grappling with Freedom of Information, Data Protection and E-Government. This practical course, run by a leading expert in this field, will give you an action plan for bringing the international records management standard into your organisation. There will be a mixture of presentations and workshops. By the end of the day, participants will have a clear understanding of the requirements of ISO 15489 and an action plan for implementation across their organisation. This is an intermediate level course building on our basic RM course and is suitable for both the public and private sector.

- Introduction & Housekeeping
 - Rationale for the development of the standard
 - Applications of the standard
 - Business benefits
 - Requirements of the standard ISO 15489-1
 - DIRS Methodology
 - Practical session
 - TR ISO 15489-2 Technical Report
 - Links to other standards
- Action Plan & Close

3. ERDMS – Electronic Document & Records Management Systems (full day)

Electronic Document & Records Management (EDRMS) is being increasingly employed in both public and private sectors as a means to manage electronic documents, records and emails. This workshop is suitable for those who want to know more about the whole process of adopting this technology and for those who have the job of implementing an EDRMS. The course covers all aspects including the business case, acquisition, implementation, configuration and sustaining a system. It also looks at some of the practical issues of how adopting this technology impacts on the organisation and on the people who will ultimately use the system.

Programme

- Introduction to terms and concepts
- Electronic records issues
- Making the business case
- Resources
- Assessing organisational capacity

- Enterprise Architecture
- Procurement
- EDRMS Product Overview
- Configuration Components
- Implementation
- Training
- Performance
- Sustainability

4. Conducting an Information Audit (full day)

Information auditing is a method increasingly used in the public and private sector to assess the information assets held by an organisation. Information audits will feed into the development of information strategies related to information and knowledge management, legislative compliance and records management. This seminar introduces delegates to the concept of information auditing using scenarios and examples. It is suitable for both public and private sector delegates and will assist with compliance with Freedom of Information, Data Protection and the Environmental Information. Our speaker, Mike Swain of Liverpool John Moores University, a leading authority in this area.

Information auditing: an overview

An introduction to information auditing

- Why audit
- Audit processes
- Auditing concepts
- Audit purposes
- Audit objectives

Planning an Information Audit

- Audit planning methodologies
- Achieving organisational buy in
- Audit roles

Doing the Audit

- Audit methods
- Audit questions
- Audit tools

Using the Audit Findings

- Information maps
- The audit report
- Communicating the findings

5. Records Management: Implementing the Section 46 FOI Code (full day)

The Information Commissioner is in the process of issuing his first practice recommendation in relation to the 'records management code' for an organisation failing to meet the requirements of the code which have been published for a number of years. The code of practice relates to all records in a public sector organisation including e-mails and electronic records. This workshop examines the requirements of the code and how to apply those requirements in a public sector organisation. It is packed full of practical advice and tips on how to achieve compliance and sustain that compliance within a public sector organisation. This workshop is suitable for all those who are responsible for ensuring compliance with FOI and need to advise within an organisation on how that compliance can be achieved.

Key requirements under S.46 Code

- Policy
- Responsibilities
- Skills & competencies
- Organisational structure

Managing Records

- Active records
- Semi-active
- Arranging/classifying records
- Retaining records
- Destroying records

Records audit

- How to complete an audit
- Using the data
- Resource issues

Electronic Records

- Managing electronic records
- BIP (PD) 0008
- ISO 15489

Public Records Act

- Interface with s46 code
- Implications for transfer of records

Speakers

All our speakers are experts and leaders in this field with years' of experience in both working in and doing training for the public sector.

FEES

The fee for each course depends on the precise content, travelling and preparation time. To discuss your particular training needs and to receive a full quotation please get in touch:

Email: info@actnow.org.uk

Tel: 01924 451054

Or complete the enquiry form on our website www.actnow.org.uk