

Documents and Records Management Compliance

21 – 25 March 2021

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Introduction

The world is packed with information; and most organizations struggle to recognize what information they have, why they need it, how long they need it for, and if it has any value. Furthermore, changes in law, such as the recent changes in the employment law, often call for tighter controls on contract documentation, and lead to a need for enhanced management of human resource and contract records.

In addition, electronic information is under threat from cyber-attack and personal information is at risk of exposure. As such, the development and implementation of a records management program that includes document control methods to identify, secure and protect critical information, is necessary for every organization.

This course conveys practical methods for identifying and developing the systems of records management and document control that an organization needs. By the end, each participant will have a plan of action as well as the necessary skills to assist with the development and implementation of an appropriate program for managing their organization's documents, records, and information.

This five-day intensive course enables participants to develop the necessary expertise to support an organization in implementing and managing a Management System for Records (MSR) based on ISO 30301 and ISO 15489. Participants will also gain a thorough understanding of best practices used to implement records management processes based on requirements from ISO 30301.

Objectives

By the end of this course practitioners shall learn to:

- To understand the implementation of a Management System for Records in accordance with ISO 30301
- To gain a comprehensive understanding of the concepts, approaches, standards, methods, and techniques required for the effective management of a Management System for Records
- To understand the relationship between the components of a Management System for Records and the compliance with the requirements of different stakeholders of an organization
- To acquire the necessary expertise to support an organization in implementing, managing, and maintaining an MSR as specified in ISO 30301
- To acquire the necessary expertise to manage a team implementing ISO 30301
- To develop the knowledge and skills required to advise organizations on best practices in the management of records management
- To improve the capacity for analysis and decision making in the context of records management
- To prepare an organization for an ISO 30301 audit

Who Should Attend

- Managers or consultants wanting to prepare and to support an organization in the implementation of a Management System for Records (MSR)
- ISO 30301 auditors who wish to fully understand the Management System for Records implementation process
- Persons responsible for the records management conformity in an organization
- Members of a quality, information security, environmental, or energy management team
- Expert advisors in Management System for Records
- Technical experts wanting to prepare for a quality function or for an MSR project management function

Outline

DAY 1:

- Course opening
- Overview about the course and its objectives
- Pre-assessment

Introduction to Management System for Records (MSR) concepts as required by ISO 30301

- Introduction to management systems and the process approach
- Fundamental principles of Records Management
- Presentation of the ISO 3000 standards and framework
- Understanding the requirements of ISO 30301 clause-by-clause,
- Management System for Records
- Management responsibility
- Resource management
- Product/Service realization
- Measurement, analysis and improvement

DAY 2:

Initiating a MSR project based on ISO 30301

- Selection of the approach and implementation methodology
- Creation of a records management team
- Definition of the scope
- Definition of quality policy and objectives
- Identification and analysis of customer needs and requirements
- Writing a business case and a project plan for the implementation of a MSR
- Drafting MSR

DAY 3:

Implementing a MSR based on ISO 30301

- Implementation of a document management framework
- Development of a training & awareness program and communicating about the records management
- Resource management processes (human resources, infrastructure and work environment)
- Product/service realization processes
- Purchasing process
- Operations management of a MSR

DAY 4:

Controlling, monitoring and measuring a MSR; certification audit of a MSR

- Controlling and monitoring a MSR
- Measurement of customer satisfaction
- ISO 30301 internal audit
- Management review of a MSR

DAY 5:

Continual Improvement

- Implementation of a continual improvement program
 - Preparing for an ISO 30301 certification audit
 - Plan for registration with the certification body
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- Course wrap up
 - Post-assessment exam
 - Course closure

Training Method and Schedule

Training Method

- Live group instruction through the online platform
- PROJACS will use WEBEX platform if the course is online. <https://www.webex.com/>
- Use of real-world examples, case studies and exercises.
- Interactive participation and discussion.
- Power point presentation, and activities.
- Self-assessment tests and group think exercises.
- Mini-individual presentation and sharing feedback.

Program Support

This program is supported by interactive discussions, case studies and highlight the techniques available to the participants.

Schedule*

Five-Days program

The Daily Online course's Schedule:

Session 1:

09:00 – 10:30 am (1h30)

Break: 10:30 – 10:45 am

Session 2:

10:45 – 12:15 pm (1h30)

Break: 12:15 – 12:30 am

Session 3:

12:30 – 01:30 pm (1h)

Break: 01:30 – 01:45 am

Session 4:

01:45 – 02:45 pm (1h)