

Practitioner Certificate in Records Management (PC.rm)

Syllabus

The Syllabus for the Practitioner Certificate in Records Management covers all practical aspects of records management, based on the international standard ISO 15489. Completion of the Programme, including passing the Examination, demonstrates that the candidate has achieved a thorough understanding of the practical application of records management.

The Syllabus is comprised of four compulsory parts, which are set out below.

Part I – Records Management Standards and Principles

- basic concepts
 - definitions and terminology
 - ISO 15489 – the international records management standard
 - managing records in different media and formats
 - the tangible and intangible benefits of records management.
- records management tools
 - carrying out an information audit
 - business classification schemes
 - metadata and indexing
 - retention and disposal schedules
- records lifecycle approach
 - standards and procedures needed to support a records management programme from creation to disposition
- common problems with file plans
- records destruction
- understanding the legal and regulatory framework for records management

Part 2 – Implementing a Records Management Programme

- initiating a records management project
 - aligning the records management programme with business objectives
 - PESTEL analysis
 - Gaining and retaining management support for the records management programme
 - ISO 15489 project methodology
- using the outputs from an information audit to develop a records management programme
- identifying business functions, activities and processes / transactions
- business process mapping
- building and testing a business classification scheme
- measuring performance
 - monitoring organisational compliance with records management standards
 - measuring the delivery of benefits
 - records management maturity models
- understanding organisational capability and dealing with change management

Part 3 – Sustaining a Records Management Programme

- dealing with risk
 - assessing the likelihood of risks and the consequences of not managing risk.
 - creating a records management risk register
- information governance
 - information governance frameworks
 - records management roles and responsibilities
- records management and ethics
- records management policy development
 - records management policy, standards and procedures
 - policy writing guidelines and examples
- embedding good records management practice, examples of good practice
- dealing with legacy records
- records migration
- digital continuity - managing electronic records over time

Part 4 – Records Management Ethics

- codes of ethics and the public interest
- professional responsibility
- accountability and transparency