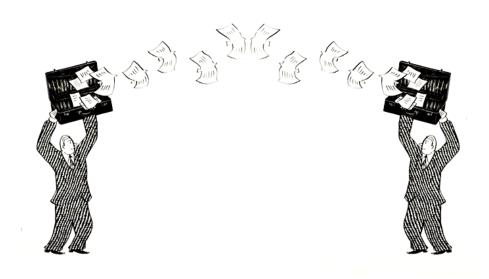# Effective Records Management

Tools and techniques to transform your organisation's information assets

One-week professional development workshop
7 to 11 November 2022 in London

Public Administration International
 in association with

eunoia
LISTENING · ENGAGING · TRANSFORMING

BAC
ACCREDITED
SHORT COURSE PROVIDER

BRITISH ACCREDITATION COUNCIL
ACCREDITED SHORT COURSE PROVIDER

PAI is accredited by the
British Accreditation Council
for Independent Further and Higher Education

About the workshop

The role of those who know how to gather, collate, classify and make available reliable information has been highlighted in a way unseen before the COVID-19 pandemic. Whilst the creation and management of records has always been important and the reasons for keeping records do not change over time, the recent crisis has demonstrated that ways of working are constantly changing in this increasingly interconnected, digital world. Data-driven service delivery, greater openness in government, shared and collaborative working all mean that the role of records managers and the need for standards are more important than ever.

Responsibilities for records now extend far beyond organisational and even jurisdictional boundaries. There are also increasing expectations of transparency and accountability and the growing range of ways in which information is created, stored and shared. This workshop will use the latest edition of the international standard ISO 15489-1 to guide the creation, capture and management of records in these new environments through time, whether wholly digital, paper-based or "hybrid" environments, and is relevant whatever technology is utilised.

Who is the workshop for?

Our workshop is aimed at senior decision-makers, records and information managers, records practitioners and anyone concerned with improving corporate governance and organisational effectiveness through better information handling. It will focus on international standards and practical experiences in the UK and in a range of other countries with a view to sharing global good practice. It will be particularly useful for those in organisations considering introducing enhancements to their information infrastructures. As this is a records and information management focused workshop, it is not aimed at systems analysts and IT professionals and will not focus on programming solutions.

How participants will benefit

During the week the workshop will:
- Introduce you to the best practice for information and records management as expressed in ISO 15489-1
- Explain the key components of corporate intellectual control
- Show you how to analyse and develop information management procedures
- Explore how to build capacity among information creators, users and managers
- Consider the best ways to monitor and evaluate knowledge management systems.

What the workshop will cover

The workshop will include seminar sessions, discussions, case studies, practical work and visits. It has been designed to be flexible so that it can adjusted wherever practicable to meet your specific requirements and those of your organisation.

You will be able to:
- Assess the information and knowledge management strengths and weaknesses of your organisation
- Design intellectual control systems including classification, indexing and retention/disposal
- Better understand the features, functions and challenges of electronic records management, knowledge and content management systems
- Develop tools and processes to determine business requirements for information management
- Identify key information security risks
- Advocate enhanced information security initiatives in your organisation.

You will be invited to give an informal presentation on your own system and to talk about the particular challenges faced in managing information and records in your own organisation and country.

Whilst none of us can predict what the situation will be when this workshop runs, one thing is this clear: the role of those who know how to gather, collate, classify and make available reliable information has been highlighted in a way unseen before. Our Workshop Director and workshop contributors are following developments around the world and as part of this workshop they will be drawing on the latest case studies and strategies to identify with you what works, and where there may be pitfalls to avoid.

Programme outline

	AM	PM
Day 1	• Welcome and introductions • Overview of the workshop • Workshop content • Expectations The conceptual framework	Types and uses of records and information Participants' informal presentations: key issues
Day 2	*Visit: to an archive and centre for public records*	Assessing information system needs Developing requirements for information and records management systems
Day 3	Retention and disposal • Life-cycle appraisal • Using electronic systems Storage of records Physical and electronic storage equipment	Capturing and registering records • Registration, physical and electronic capture Classification and indexing systems
Day 4	*Visit: to a court to learn about the creation and management of a recently-designed hybrid information management system*	Managing information projects • Planning activities and timelines • Managing deliverables and budgets • Managing consultants
Day 5	Managing semi-active and archival material • Appraisal, arrangement, description, preservation and conservation • Records and information as a vital resource The concept of an information enriched organisation Participants' action plans	Review, feedback and scope for follow-up Presentation of certificates of attendance

At the time of preparing this brochure, we are planning to include site visits in the programme as indicated above. However, if Government guidelines relating to COVID-19 advise visit hosts against accepting visiting groups we will arrange to connect with them virtually. We reserve the right to change the programmes as necessary.

Workshop Director
The Workshop Director will be Neil McCallum.

Neil's career began as a UK public servant including periods as a departmental records officer and Head of Administration. For the past 25 years he has been directing and delivering highly successful projects addressing public sector records management issues around the world. Recent assignments include working with the Supreme Court of Nigeria, the Attorney General's Department in Ghana, the Judiciary of Botswana and in courts, prisons and currently police stations in Ethiopia, all on enhanced records and information management related issues. Earlier experience includes directing government-wide records management reform programmes for the governments of The Gambia, Ghana and Tanzania. Neil is a member of the Royal African Society and the Royal Commonwealth Society. In September 2017, Neil was elected a Fellow of the Institute of Information Management of Africa in recognition of his contribution to improvements in public sector information handling in Africa.

How to apply
Please complete the PAI application form online via our website:
https://public-admin.co.uk/booking-form/

You can also complete our hard copy application form. Please contact us at **pai@public-admin.co.uk** to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Language
The workshop is conducted in English. You will need to have a good working knowledge of the language.

Location and arrival arrangements
The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the workshop fee.

Fees
The fee for the workshop will be £2,155. The fee includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme[1], presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We provide a light lunch and refreshments during each working day as part of the fee.

Other costs
Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

Value Added Tax
We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities." In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

Ways to pay
You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

Discounts
We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

Cancellation
If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/ Embassy confirming refusal of a visa and providing you have not entered the UK.

Substitutions and transfers
If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions, please let us know.

http://www.public-admin.co.uk/terms-and-conditions-for-booking/

Insurance
We advise you to arrange travel and health insurance cover before you leave your home country.

---

[1] Travel to and from the airport in London and on scheduled visits in the programme are provided at cost.

Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of our range of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.
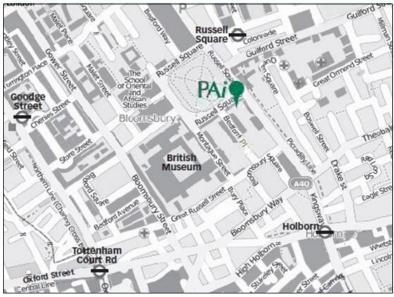
We pride ourselves on our:
- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

Eunoia

Eunoia is a partnership of practitioners with a wide range of experience in justice sector capacity building and performance improvement with particular emphasis on information management and anti-corruption strategies. Eunoia's partners have recently been working in Ghana, Liberia, Nigeria, Uganda, Monserrat, Sierra Leone, Kazakhstan, Bangladesh, Somalia and Kuwait in addition to delivering numerous study programmes and providing consultancy services in the UK.

Where we are

Public Administration International

56 Russell Square London WC1B 4HP UK
T: + 44 (0)20 7580 3590   **F**: + 44 (0)20 7580 4746   **E**: pai@public-admin.co.uk