MODULE 1
Understanding the Context of Electronic Records Management

Unit 1.1: **Understanding Electronic Records Concepts and Terminology**

An introduction to key terms and concepts critical to successful ERM, and an overview of the importance of, and challenges of, making the transition to an ERM environment

Unit 1.2: **Examining the Opportunities and Challenges of Electronic Records Management**

A discussion of the benefits of electronic records management, including widespread access, flexibility of use, increased efficiency and effectiveness, economic benefits and increased auditing capabilities, followed by a discussion of the difficulties posed by electronic records, including technological obsolescence, increasing organisational dependence on technology, concerns about reliability and authenticity, security and privacy issues, maintenance costs and the development of individual approaches to records creation and care.

Unit 1.3: **Understanding the Technological Context of Electronic Records Management**

An examination of the technological features that distinguish electronic records from the paper records environment, including consideration of the components of electronic information systems, the place of records in those information systems, the concept of information architecture, the changing software environment, the role of technological standards to support electronic record keeping, and the importance of being aware of changing technological issues and developments.

Unit 1.4: **Understanding the Organisational Context of Electronic Records Management**

A discussion of organisational issues relevant to ERM, including the business context for records management, the legal and regulatory environment and the role of organisational standards, policies and business rules.

MODULE 2
Planning and Managing an Electronic Records Management Programme

Unit 2.1:   Developing a Business Case for Improved Electronic Records Management

An examination of the importance of developing a business case and the steps involved, including conducting a needs assessment, examining options for action, identifying system requirements, outlining the benefits, examining costs, presenting recommendations

Unit 2.2:   Planning an Electronic Records Management Project

An overview of the steps involved in planning an ERM project, including defining aims and objectives, defining the scope, determining deliverables, identifying project personnel, establishing communications, ensuring quality control, preparing documentation and establishing evaluation procedures.

Unit 2.3:   Developing an Electronic Records Management Policy

An overview of the key components of an ERM policy, including discussion of the purpose and scope of an ERM policy and the importance of a policy statement, and examples of effective policy structures.

Unit 2.4:   Advocating Effective Electronic Records Management

A discussion of the importance of advocating for quality ERM programmes, including consideration of why electronic records management is importance, the need to develop formal advocacy strategies, and the options for carrying out ERM advocacy before, during, and after the development of electronic records systems.

Unit 2.5:   Managing Organisational Change

A discussion of the impact of ERM on organisations and the need to manage organisational change. Includes an examination of the role of communications, training, monitoring and auditing to supporting effective change.

MODULE 3
Managing the Creation, Use and Disposition of Electronic Records

Unit 3.1:   Developing Classification Schemes for Electronic Records

An examination of the need for structured classification schemes and an introduction to the nature and scope of functional classification.

Unit 3.2:   Creating and Using Electronic Records

An overview of key actions that can be taken to manage the creation and use of electronic records so that they remain effective, reliable, and authentic, including standardisation of processes for creation, naming, filing, retrieval and so on.

Unit 3.3:   Appraising and Disposing of Electronic Records

Consideration of the concepts of appraisal and disposal and discussion of the importance of appraisal policies, followed by a review of the key steps involved in carrying out appraisal and disposal activities, including identifying responsibilities, documenting processes, conducting research, carrying out an assessment, confirming appraisal assessment and implementing appraisal and disposal decisions.

Unit 3.4:   Providing Access to Electronic Records

An examination of important access issues related to electronic records, including concepts and principles of access, the importance of addressing regulatory and legal issues (such as security, access, and privacy legislation) when providing access to electronic records and the need for formal access policies and procedures.

Unit 3.5:   Selecting and Implementing ERM Software Systems

An introduction to important issues to consider when considering whether and how to implement ERM software systems, including an overview of: the need for business requirements, considerations in selecting a vendor, determining the RFP process, questions to ask when selecting software, planning the rollout and implementation of a new system and evaluating and monitoring the system once it is operational.

MODULE 4
Preserving Electronic Records

Unit 4.1:   Understanding Preservation Issues and Strategies

A discussion of key issues involved in the preservation of electronic records, including determining which records should be preserved, how they should be preserved, the challenges and opportunities of digital preservation and the different preservation strategies available.

Unit 4.2:   Developing and Implementing a Preservation Policy

An overview of specific issues involved with developing preservation policies, including consideration of the preservation cycle, the differences between passive and active preservation, and the questions to ask when determining a preservation policy.

Unit 4.3:   Understanding New Developments in Electronic Records Preservation

A look at future directions in ERM and electronic records preservation, including an examination of developments in data storage, changing tools for digital preservation, the emergence of digital repositories and changing international standards for electronic records care.

Unit 4.4:   An Introduction to the Concept of a Digital Repository

An outline of some of the issues involved with digital repositories, a new approach to electronic records management, including: defining a trusted digital repository, presenting a best-practice model for a trusted digital repository, discussing implementation issues surrounding digital repositories and examining some of the functionalities of electronic repositories and registries.

MODULE 5
Personnel Records as the Information Base for
Human Resource and Payroll Management

Unit 5.1:   Understanding the Context of Personnel and Payroll Records Management

A discussion of the characteristics of personnel records, the legal framework for managing personnel records, the impact of computerisation on personnel records, issues related to technology and record keeping and issues related to sharing and communicating personnel information.

Unit 5.2:   Understanding the Relationship between Human Resource Management Functions and Records

An examination of human resource management functions and human resource planning, monitoring and policy development, and a discussion of records issues related to: recruitment; appointments; performance appraisals; education, training and staff development; promotions; transfers; disciplinary proceedings; attendance and leave; separation from the public service; pensions; and pay and allowances.

Unit 5.3:   Understanding the Different Types of Personnel Records

An overview of different types of personnel records, including: policy and subject files; personnel files; master files; working files; data input sheets; and HRIS-generated records.

Unit 5.4:   Managing Personnel Records and Personnel Files

An analysis of best practice in the management of personnel records and files, including discussion of: file covers; arrangement of files and numbering systems; registers and indexes; receipt of new documents; access; preparing active personnel files for transfer; closure of files; appraisal and disposal; and file storage.

Unit 5.5:   Improving Personnel Record Keeping Systesms

A discussion of steps that can be taken to improve personnel record keeping, including dealing with collapsed record keeping systems, verifying data and monitoring data quality, recreating personnel files and digitising paper records.

Unit 5.6:   Moving to Electronic Personnel Record Keeping

Consideration of the potential of technology to change human resources information management, issues related to implementing a HRIS, and record keeping requirements related to HRIS.