



Providers of education and training in information and records management

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CONTENTS

1	Introduction.....	4
2	New Zealand providers	4
2.1	Open Polytechnic of NZ	4
2.2	Victoria University of Wellington.....	5
3	New Zealand providers	6
3.1	Association of Local Government Information Management	6
3.2	Compass Training.....	6
3.3	Davanti.....	6
3.4	Information Leadership	7
3.5	Infotrain	8
3.6	Joanna Newman – Archives and Records Consultant.....	8
3.7	Lindisfarne	8
3.8	Terrace Consulting	9
3.9	Te Wānanga o Raukawa.....	9
4	Overseas providers on the RIMPA list	10
4.1	Australian National Institute for Training and Development	10
4.2	Charles Sturt University – School of Information Studies.....	10
4.3	Curtin University	10
4.4	Edith Cowan University.....	11
4.5	Linked Training.....	11
4.6	Monash University	12
4.7	RMIT University	12
4.8	University of Canberra	13
4.9	University of Dundee – Centre for Archive and Information Studies (CAIS).....	14
5	Overseas providers not on the RIMPA list.....	15
5.1	AIIM – Association for Information and Image Management	15
5.2	ARMA	15
5.3	ARMA Canada	17
5.4	AVELING.....	17
5.5	Institute of Certified Records Managers (ICRM).....	17
5.6	Recordkeeping Innovation	18
6	Offerings from the national archives in other countries.....	18

1 Introduction

This document lists in one place information on organisations (and individuals) that provide education or training in information and records management. This document profiles the level of the courses offered and the topic areas covered.

The purpose of the document is to provide a resource for those in the information and records management sector seeking professional development opportunities.

2 New Zealand providers

The Records and Information Management Professionals of Australasia (RIMPA) offer a course recognition programme for academic institutions and training providers. This programme lets academic institutions and training providers apply for formal RIMPA recognition of their courses, testing their curricula against:

- RIMPA expertise and knowledge of best practice
- ISO Standard for Records Management 15489
- Recordkeeping Competency Standards (if applicable).

Recognised courses are listed at <http://rimpa.com.au/professional-development/courses-available/> — this is known as the “RIMPA list”.

2.1 Open Polytechnic of NZ

Name of offering	Details of offering
Bachelor of Applied Science majoring in Information & Library Studies (incorporating RIM related units)	This programme is aimed at ensure students are highly information literate and adept at problem solving when they graduates. These attributes are essential for successfully providing information services in today’s information-rich world. Graduates will be eligible to become professional members of RIMPA. A range of certificates and diplomas are available as ‘stepping stones’ to this degree.
Bachelor of Arts (incorporating RIM related units)	Graduates will be eligible to become professional members of RIMPA. A range of certificates and diplomas are available as ‘stepping stones’ to this degree.
Diploma in Records and Information Management (Level 6 OP6209)	This Diploma is tightly structured to deliver the core skills in Records and Archives Management and in Electronic Documents and Records Management. The project management course gives a practical element to the Diploma.
Websites	<p>Courses offered at Open Polytechnic</p> <p>Bachelor of Applied Science www.openpolytechnic.ac.nz/subjects-and-courses/op701005-bachelor-of-applied-science-information-and-library-studies</p> <p>Bachelor of Arts www.openpolytechnic.ac.nz/qualifications-and-courses/op702042-bachelor-of-arts-information-and-library-studies/</p>

	Diploma in Records and Information Management www.openpolytechnic.ac.nz/subjects-and-courses/op620901-diploma-in-records-and-information-management-level-6
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2.2 Victoria University of Wellington

Name of offering	Details of offering
Master of Information Studies (MIS) (through the School of Information Management)	A Master's degree is now the international standard qualification for an information professional, whether employed as a librarian, archivist, records manager, knowledge manager or web content manager.
Postgraduate Diploma	Second 'stepping stone' option to an MIS.
Postgraduate Certificate	First 'stepping stone' option to an MIS.
Master of Information Management	This programme is for those who wish to pursue a career in management of information services, e-government, electronic commerce, or enterprise systems.
Postgraduate Diploma	Second 'stepping stone' option to an MIM.
Postgraduate Certificate	First 'stepping stone' option to an MIM.
Certificates of Proficiency	Most courses in the Information Studies Programmes are available as individual courses for information specialists. These specialists must have a degree and wish to update their professional knowledge, or extend it into fresh areas of information management. Certificates of Proficiency provide an opportunity to enrol in individual courses to focus on a specific area.
Websites	Courses offered at the School of Information Management www.victoria.ac.nz/sim/study/courses www.victoria.ac.nz/sim/study/courses#500 Brochure www.victoria.ac.nz/vbs/study-careers/publications/FC0267-MIM_v2_web.pdf Master of Information Studies www.victoria.ac.nz/sim/study/postgraduate/mis Master of Information Management www.victoria.ac.nz/sim/study/postgraduate/mim

3 New Zealand providers¹

Any courses offered are not part of the RIMPA course recognition programme.

3.1 Association of Local Government Information Management

The Association of Local Government Information Management (ALGIM) provides best practice in the local government ICT sector by enhancing professional development through scholarships, training, events, awards and networking. ALGIM also offers leadership through toolkits, advocacy, research, and shared services.

Name of offering	Details of offering
Information Management Professional Development Award	Awarded to one recipient This award is for staff working within the information management discipline of a local authority. The focus is on the professional development of those staff. The aim is to give the successful recipient the opportunity to extend their skill set by attending a conference or course of their choice.
Website	ALGIM Awards www.algim.org.nz/algim-awards/algim-records-archives-awards/records-archives-professional-development-award/

3.2 Compass Training

This company specialises in strategic information management consulting and the provision of records and information management training and tools.

Name of offering	Details of offering
Website	Compass Training: www.compasstraining.co.nz/index.htm

3.3 Davanti

Davanti are product agnostic with extensive experience in managing digital content alongside more traditional records management. Davanti delivered training courses on behalf of Archives New Zealand from 2014 to 2016.

Name of offering	Details of offering
Managing digital information (course)	A group training course providing practical steps to build capability to manage digital records and information. It uses case studies and scenarios to work through risks and issues around migrations, technology change, administrative change, social media, and more. The course can be classroom-based or delivered remotely.
Metadata for managing information (course)	A group training course focused on how to use metadata as a tool to manage and make the most of information. Includes legislative

¹ Details in this section are supplied by the providers themselves or sourced from the internet.

	requirements and practical examples. The course can be classroom-based or delivered remotely.
Capability assessments and roadmaps	Assessment of the current state of an organisation's information management capability and/or development of a roadmap for building capability. This can help to identify training and education needs.
On-the-job coaching and support	Independent advice, individual skills training and quality assurance to support information management capability development, especially for smaller organisations.
Contact	michael.upton@davanti.co.nz 021834488

3.4 Information Leadership

Information Leadership provide complete information and records management services, including training and consulting. Information Leadership delivered Archives New Zealand training courses between 2015 and 2016 and continue to provide regular training to support Public Records Act implementation and information and records management for good business and service outcomes. All offerings cover implementation in an EDRMS or digital workplace environment, as well as managing content in paper files, shared drives and line of business systems.

Name of offering	Details of offering
Introduction to the Public Records Act	One day course covering the key provisions of the PRA, the Information and Records Standard. Includes how to apply the act in any organisation and how to gain buy in from all stakeholders
Public Records Act for Local Government	Two day course covering the key provisions of the PRA the Information and Records Standard as they apply to local authorities. Includes using the list of Protected Records for Local Authorities and managing a local authority archive.
Implementing your retention and disposal schedule – from chaos to control	One day course providing the practical steps and methods to implement a retention and disposal schedule and start disposing of records.
Managing information essentials	Covers the essential elements of managing information as a critical asset in an organisation.
Taxonomies, business classification and metadata	Explores how taxonomies and metadata support business and service outcomes. Provides step by step approach to building your own business classification with the support of users and leadership.
Scanning your records	Covers the step by step process for setting up and executing a digitisation project or process.
User support – floorwalking	How to engage with users, resolve issues and support your information management system. Covers working with all personality types and setting up a governance model that supports good outcomes.
Change management	How to get your implementation right and bring stakeholders with

	you by building the business case, setting up and managing the project, communicating throughout and getting user buy in and adoption.
Mentoring and customised courses	We will tailor our training or mentoring offerings to meet your requirements. In house courses offer an opportunity for teams to reach agreement on issues and the way forward.
Reviews and roadmaps	Assess your information management environment, including how PRA provisions and standards are met and identify practical steps and initiatives to improve and better support organisational outcomes.
Website	http://www.informationleadership.co.nz/training/

3.5 Infotrain

Name of offering	Details of offering
Consulting and providing training on records and information management	Available training options include one-on-one training and workshops.
Website	Infotrain: http://www.infotrain.co.nz/

3.6 Joanna Newman – Archives and Records Consultant

Name of offering	Details of offering
Records/Information Management	Training, tailored to meet professional needs of each trainee in records and information management.
Website	Joanna Newman www.archivesandrecords.co.nz/services/recordsinformation-management

3.7 Lindisfarne

Lindisfarne specialises in customised records management and archives management solutions for paper, electronic records and other media.

Name of offering	Details of offering
Records, archives and information management courses	Records, archives and information management courses to suit the needs of an organisation.
Records management	One-on-one training, group training and company-wide training for an organisation.
Training aids	Procedures and training programmes to ensure that new systems are understood and supported by an organisation's staff.
Website	Lindisfarne: www.lindisfarneinfo.co.nz/WhatWeDo.htm

3.8 Terrace Consulting

Name of offering	Details of offering
Mentoring and coaching in information management	Mentoring and coaching that aims to help people working in the information field in a world of increasing electronic information, The aims is to help such information workers lift and broaden their skill sets, to identify the direction they wish to follow, and to develop goals and plans to achieve those goals.
Website	Terrace Consulting www.terrace.co.nz/mentoring-and-coaching/

3.9 Te Wānanga o Raukawa

Name of offering	Details of offering
Poutuarongo Puna Maumahara Bachelor of Information Management	Duration: 2 years (Years 2 and 3 of the 3-year bachelor's degree). The final two years of the bachelor's degree expand on best practice methods for reporting, database administration, file management and storage. The degree also applies kaupapa Māori principles to information management, and has the student look further into the activities of their hapū and iwi. Students continue to progress in te reo Māori and learn to use their skills in planning and organising hui, and in managing communication.
Heke Puna Maumahara Diploma of Information Management	Duration: 1-year introductory course; can also be Year 1 of the bachelor's degree This diploma examines the foundations of mātauranga Māori and information management. The diploma includes a component where students conduct a study on their marae and build te reo Māori skills, including mihimihi, waiata and karakia.
Puna Maumahara Information Management	This course develops bilingual and bicultural managers of Māori information resources in Māori and non-Māori organisations. Students learn how to design, implement and manage information systems to suit whakapapa based roopū, other Māori groups and organisations.
Website	Te Wānanga o Raukawa www.wananga.com/index.php?option=com_content&view=article&id=192

4 Overseas providers on the RIMPA list

These courses are part of the RIMPA course recognition programme

4.1 Australian National Institute for Training and Development

Name of offering	Details of offering
CETI-BM34 / BSBINM201A Process and maintain workplace information	This course describes the performance outcomes, skills and knowledge required to collect, process, store, and maintain workplace information and systems. It also includes training on how to maintain filing and records systems. This course is suitable for people who do a range of routine tasks in the workplace, in which they: <ul style="list-style-type: none"> • use a limited range of practical skills, and fundamental knowledge of information and information systems, in a defined context • work under direct supervision or with limited individual responsibility.
Website	Australian National Institute for Training and Development https://www.anitad.edu.au/CETI-BM34.html

4.2 Charles Sturt University – School of Information Studies

Name of offering	Details of offering
Wide range of programmes in information studies at all levels of award.	All courses are offered online. The courses aim to provide students with maximum flexibility in when they choose to study. Single Subject Study scheme: a scheme where students can study most units without being enrolled in a particular programme,
Website	Charles Sturt University www.csu.edu.au/faculty/educat/sis/courses

4.3 Curtin University

Name of offering	Details of offering
Graduate Diploma in Records Management and Archives	This course offers further training in the areas of information handling, information management in the context of new technologies, as well as data storage, retrieval and preservation.
Master of Information Management Option 1: Information and library studies Option 2: Records management and archives	Both options offer introductory and advanced units in each discipline, and a possible individual research project.

Name of offering	Details of offering
Websites	<p>Curtin University</p> <p>Graduate Diploma</p> <p>http://courses.curtin.edu.au/course_overview/postgraduate/GDip-RecordsArchives</p> <p>Master of Information Management</p> <p>http://courses.curtin.edu.au/course_overview/postgraduate/Master-InformationManagement</p>

4.4 Edith Cowan University

Name of offering	Details of offering
Graduate Diploma of Science (Information Services)	<p>For professional information services staff.</p> <p>Offers a broad range of high-level skills in information services, information management and information technology.</p> <p>Specialisations:</p> <ul style="list-style-type: none"> • Archives and Records • Information Science • Teacher Librarianship • Digital Recordkeeping • Security Studies
Website	<p>Edith Cowan University</p> <p>Graduate Diploma</p> <p>www.ecu.edu.au/degrees/courses/graduate-diploma-of-science-information-services/structure</p>

4.5 Linked Training

Name of offering	Details of offering
Certificates in recordkeeping	<p>RIMPA recognises two of certificates that Linked Training offers:</p> <ul style="list-style-type: none"> • Certificate III in Recordkeeping • Certificate IV in Recordkeeping qualifications. <p>Linked Training recognizes the student's prior learning before the student does either certificate.</p>
Short courses relevant to records and information management	<p>For professionals working in the field of information management</p> <p>Linked Training provides a range of short business courses records and information management, such as using and managing TRIM, IT and other business-related courses.</p>
Records Management Conducting an Archiving & Disposal Program	<p>Students develop a core records management skill while also learning how to effectively plan and engage with their business.</p> <p>Throughout the course, each student develops an action plan that is unique to the needs of their organisation and the programme they will undertake.</p>
Business Process Mapping for	<p>Students learn how to continuously adopt their EDRMS by</p>

Name of offering	Details of offering
EDRMS	integrating the EDRMS into business processes. This course aims at increasing the value of records management staff to an organisation by demonstrating how they can achieve decreased risk and increased efficiency for the organisation.

4.6 Monash University

Name of offering	Details of offering
Master of Business Information Systems – Study Areas Archives and Recordkeeping	The specialisation (archives and in recordkeeping) in this master’s degree has a particular focus on developing an environment conducive to creating, sharing and applying organisational knowledge, and the systems that support these processes. Records managers and archivists These people ensure that vital records of social and organisational activity are created, managed and available to business for accountability, corporate memory, enterprise knowledge and cultural purposes. Work settings include most major private and public sector organisations, and archival institutions. Knowledge managers These people are concerned with developing strategies and processes to manage organisational knowledge and knowledge flows to achieve organisational goals, enhance performance, and add value.
Graduate Diploma in Information and Knowledge Management (GradDipKM)	The GradDipIKM educates information professionals for a range of careers in information and knowledge management. The course (with two options depending on profession of the student) is designed to meet the requirements for professional accreditation from ALIA, the RIM and ASA. Option 1: Librarians and related information professionals Option 2: Records managers and archivists
Websites	Monash University Master of Business Information Systems http://monash.edu/study/coursefinder/course/3342/study-area.html?courseview=domestic Graduate Diploma http://monash.edu/study/coursefinder/course/3340/

4.7 RMIT University

Name of offering	Details of offering
Master of Information Management	This degree includes focused training on designing solutions to information management problems and situations for a diverse range of organisations. This degree is designed to produce an accredited entry-level professional qualification that opens the door for work as a manager in the library, information and knowledge industries.

Name of offering	Details of offering
	Aims to graduate information-literate people who are critical, creative and skilled in the storing, organising, accessing, retrieving, digitising, disseminating and preserving information through analysis, synthesis and interpretation.
Graduate Certificate in Information Management	<p>The Graduate Certificate is made up of four courses:</p> <ul style="list-style-type: none"> • The Digital Information Environment • Digital Curation • Information Discovery • Information Project Management <p>If the student completes the four courses successfully, they may gain access to the Master of Information Management..</p>
Websites	<p>RMIT University</p> <p>Master of Information Management www.rmit.edu.au/study-with-us/levels-of-study/postgraduate-study/masters-by-coursework/mc196/#pageId=MC196P15</p> <p>Graduate Certificate in Information Management www.rmit.edu.au/study-with-us/levels-of-study/postgraduate-study/graduate-certificates/gc098/#pageId=overview</p>

4.8 University of Canberra

Name of offering	Details of offering
Master of Information Studies (online)(957AA.3)	<p>Online master's degree, professionally accredited</p> <p>Duration:12 months</p> <p>In this online degree, students:</p> <ul style="list-style-type: none"> • learn how to manage and use digital information • learn how new technologies can benefit different organisations • learn how to work confidently in complex information environments • learn how to refine their communication skills for the professional workplace • learn how to work independently and form expert judgements. <p>The online aspect means the student can develop a programme of general study that suits them.</p> <p>The aim is for the student to upgrade their qualifications and specialise in the growing area of knowledge and information work.</p>
Graduate Certificate in Contemporary Information Practices (online)	<p>Online graduate certificate</p> <p>This certificate gives students a relevant and up-to-date grounding in knowledge and information work.</p> <p>The graduate certificate is made up of four courses:</p> <ul style="list-style-type: none"> • Information and Digital Literacies G (9472) • Managing Contemporary Information Practices G (9473) • Social Technologies and Information Practice (9474) • Web Information Architecture G (9475).

Name of offering	Details of offering
	<p>The course is designed for:</p> <ul style="list-style-type: none"> those with relevant qualifications looking for accredited and good quality professional development knowledge and information workers looking for a formal qualification in the field those with no academic standing in the discipline, seeking a pathway into the Master of Information Studies (online).
Information Studies (online)	<p>The course emphasises:</p> <ul style="list-style-type: none"> the management and use of digital information for a diverse society an organisation's competitive advantage in the effective use of new technologies. <p>Students focus on fields such as social research, library and recordkeeping environments, organisational knowledge, information organisation and leadership.</p> <p>Knowledge and Information Studies Project</p> <p>During this capstone unit, students have the opportunity to communicate with industry and participate in a project that advances their information and knowledge work.</p>
Websites	<p>University of Canberra</p> <p>Master of Information Studies (online) www.canberra.edu.au/coursesandunits/course?course_cd=957AA</p> <p>Graduate Certificate in Contemporary Information Practices (online) www.canberra.edu.au/about-uc/faculties/arts-design/courses/postgraduate/contemporary-information-practices</p> <p>Information Studies (online) www.canberra.edu.au/about-uc/faculties/arts-design/courses/postgraduate/information-studies-online</p>

4.9 University of Dundee – Centre for Archive and Information Studies (CAIS)

Name of offering	Details of offering
<p>Postgraduate and undergraduate level and short courses in Records Management.</p>	<p>The university offers a complete range of qualifications in records management – from certificate and diplomas to masters and doctorates.</p> <p>Include specialisations such as Information Compliance, Electronic Records Management and Digital Preservation (including a Postgraduate Certificate in Digital Recordkeeping).</p> <p>Applicants include people already working in records management who will take a short course, and people starting out who wish to get qualifications so they can work in records management.</p>
Website	<p>Dundee University</p> <p>Centre for Archive and Information Studies www.dundee.ac.uk/cais/</p>

5 Overseas providers not on the RIMPA list

5.1 AIIM – Association for Information and Image Management

Name of offering	Details of offering
Skills training and certification on how to manage and leverage business assets	AIIM’s curricula and assessments are based on the best practices of its 80,000-member community for managing and leveraging business information assets. AIIM’s training includes courses on: <ul style="list-style-type: none"> • Business Process Management • Enterprise Content Management • Information Governance • Taxonomy and Metadata • Electronic Records Management • Capture and Imaging • Selling Content Management
Certified Information Professional (CIP) exam	Attaining the CIP designation is based on: <ul style="list-style-type: none"> • educational background • professional work experience • the passing of a six-part examination. a six-part exam.
Website	AIIM: www.aiim.org/Training

5.2 ARMA

(originally known as Association of Records Managers and Administrators)

Name of offering	Details of offering
Educational courses (online)	ARMA’s online educational courses offer convenient and flexible online training for students. ARMA’s online courses and web seminars range from Information Management and the Generally Accepted Recordkeeping Principles to Legal Holds and e-discovery.
Courses	Examples of ARMA’s courses <ul style="list-style-type: none"> • Essentials of Records and Information Management (RIM) Certificate. (Includes Electronic Records Management; Privacy and Security in RIM; Records Retention and Disposition) • Essentials of the Generally Accepted Recordkeeping Principles Certificate • Essentials of the Principles Certificate
Live web seminars	Examples of ARMA’s live web seminars <ul style="list-style-type: none"> • RIM Regulations Summary: What You Must Know About Privacy and Protection Laws • How Infonomics Makes Information Governance (IG) Relevant to the Bottom Line • Changing Minds and Practices – How to Engage with Business Lines and Leadership

Name of offering	Details of offering
	<ul style="list-style-type: none"> • Capturing Dark Data & Handwritten Information for Better Information Governance • Eliminate Information Silos and Strengthen Information Governance with Archiving • Defining and Validating Information Governance Policies • From Dark Data to Information Governance: How do you get to the light at the end of the tunnel? • Understanding Policy Driven Information Governance
On-demand web seminars	<p>Examples of ARMA's on-demand web seminars</p> <ul style="list-style-type: none"> • Designing an Effective Records Audit: A Controls-Based Approach • How to Deliver RIM Training That Really Works • The Ethics of Personal Information Management • Understanding Electronic Records Storage Technologies • How Change Management Impacts Information Management Strategies • A Practical Guide to Taxonomy • Beyond Retention: Leveraging the Records Inventory for Information Governance • Communicate to Win: Key Skills for Records Managers • Defensible Deletion: The Dangers, Dollars, and Disposition of Digital Debris • Demystifying Data Architecture Through Collaboration • Halt the Hoarding of E-Mail and Other Documents
Information Governance Professional Certification (IGP)	<p>The IGP certification is awarded solely on a person's ability to meet the certification requirements.</p> <p>The person who is certified with IGP has demonstrated that they have the strategic perspective and requisite knowledge to help an organisation leverage information for maximum value while reducing costs and mitigating the risks when using (or associated with) its information.</p> <p>Competency domains in the IGP are:</p> <ul style="list-style-type: none"> • Managing Information Risk and Compliance • Developing IG Strategic Plan • Developing IG Framework • Establishing the IG Program • Establishing IG Business Integration and Oversight • Aligning Technology with the IG Framework. <p>The programme's mission is to provide an information governance credential within an ethical and professional framework to support people to deliver value to and reduce risk within their organisation.</p>
Websites	<p>ARMA</p> <p>Professional development</p> <p>www.arma.org/r1/professional-development</p> <p>IGP certification</p> <p>http://www.arma.org/r2/igp-certification</p>

5.3 ARMA Canada

Name of offering	Details of offering
Records and information management	ARMA Canada is the Canadian Region of ARMA International. ARMA Canada's aim is to educate, advocate and provide resources to the community of people who work in records and information management.
Website	ARMA Canada: www.armacanada.org/

5.4 AVELING

Name of offering	Details of offering
Record Keeping Awareness for the Public Sector (online)	<p>AVELING provides nationally recognised learning and services in Safety, Leadership and E-Learning from its offices in Perth, Australia, or from client sites or overseas locations.</p> <p>This course provides employees with guidelines on:</p> <ul style="list-style-type: none"> • how to create, keep and maintain public records efficiently as part of their work • why record keeping is important • who can access those records once created • when the records can be disposed of.
Website	<p>AVELING</p> <p>http://aveling.com.au/leadership-courses/record-keeping-awareness-for-public-sector-workers-course-online.htm</p>

5.5 Institute of Certified Records Managers (ICRM)

ICRM is an international certifying organisation of and for professional records and information managers. ICRM was incorporated in 1975 to meet the requirement to have a standard by which persons involved in records and information management could be measured, accredited and recognised according to criteria of experience and capability established by their peers.

Name of offering	Details of offering
Certified Records Manager (CRM) exam	<p>Attaining the CRM designation is based on:</p> <ul style="list-style-type: none"> • educational background • professional work experience • the passing of a six-part examination. <p>The six-part examination is divided into:</p> <ol style="list-style-type: none"> I. Management Principles and the Records and Information (RIM) Program II. Records and Information: Creation and Use III. Records Systems, Storage and Retrieval IV. Records Appraisal, Retention, Protection and Disposition V. Technology VI. Case Studies

Name of offering	Details of offering
	Parts I to V each consist of 100 multiple-choice questions. Part VI consists of case studies that require essay responses.
Website	Institute of Certified Records Managers: www.icrm.org/about/

5.6 Recordkeeping Innovation

Name of offering	Details of offering
Information management consulting and training services	Recordkeeping Innovation is a firm of records management consultants who are based in Sydney, Australia and work nationally and internationally. Recordkeeping Innovation provides information governance, records, knowledge and information management consulting and training services to a range of clients.
Website	Records Management Consultants www.records.com.au/our-services/training.php Training Schedule: www.records.com.au/training-and-events/schedule.php

6 Offerings from the national archives in other countries

The National Archives in Australia, the United Kingdom, the United States and Canada offer a range of training.

Name of Archives	Details of offering
National Archives of Australia	The National Archives of Australia offers a range of training programmes and resources to support developing an information and records management capability.
The National Archives (United Kingdom)	The National Archives provides training courses in records and information management, information assurance and the UK public records system. Who the courses are for These courses are for those working in government departments and public record bodies who transfer records to The National Archives. The courses are not suitable for any other organisations or members of the public.
National Archives and Records Administration (NARA) (United States)	NARA's Records Management Training Programme provides training on a variety of records management topics. These range from records scheduling to emergency preparedness as it applies to records management. Who the courses are for NARA's training classes are for federal employees and contractors. The resources found through its online portal will also be of

Name of Archives	Details of offering
	interest to programme managers, legal counsel, and IT staff.
Library and Archives Canada	<p>Library and Archives Canada provides leadership to those working in the information management community for the Government of Canada,</p> <p>It works collaboratively with the central agencies, government departments and agencies and others to develop standards, tools and best practices for information management. It also uses a variety of means to provide informed advice, guidance and services to its clients One example is IMGI, its IM Call Centre.</p>
Websites	<p>National Archives of Australia www.naa.gov.au/records-management/development/index.aspx</p> <p>The National Archives (United Kingdom) – training page www.nationalarchives.gov.uk/information-management/training/</p> <p>NARA (United States) https://nara.learn.com/learncenter.asp?id=178413 Records Management Training Programme portal https://nara.learn.com/learncenter.asp?sessionId=3-C50CB369-0124-423E-9F22-33CA7D535EF2&id=178413&page=104</p> <p>Library and Archives Canada www.bac-lac.gc.ca/eng/services/government-information-resources/information-management/Pages/information-management.aspx</p>