

## **TRAINING AND HUMAN RESOURCES DEVELOPMENT**

There is need to have registry and records management staff trained and fully competent. There are several levels of training available.

### **REGISTRY STAFF**

Basic registry work is performed generally at post-school certificate level, i.e. the equivalent of the Ordinary School Certificate in the United Kingdom. Training for this level of staff is usually in the form of registry courses at various levels including registry procedures, classifiers course and registry supervision. These are generally short-term programmes of a few weeks' duration.

There are also records management courses offered at polytechnic level which are at diploma or certificate level. These tend to be of one to two years' duration.

### **RECORDS MANAGERS**

Records managers and other senior staff can take training programmes at university level. There are many universities that offer courses at bachelor, masters and doctorate levels. It is advisable that some staff be trained at these levels so that they can provide management to the records management systems.

### **CORE RECORDS/REGISTRY MANAGEMENT SKILLS**

Below are some of the core skills required of those who work in the registries.

Module I	<p><b><i>Introduction to Records and Information Management</i></b></p> <ul style="list-style-type: none"> <li>• The registry system</li> <li>• Principles and practices of records management</li> <li>• Records management and the governmental systems</li> <li>• The role of information in an organisation</li> </ul>
Module II	<p><b><i>Management of Current Records</i></b></p> <ul style="list-style-type: none"> <li>• File classification systems</li> <li>• File equipment and supplies</li> <li>• Indexing</li> <li>• File retrieval and issue</li> <li>• File circulation</li> <li>• Handling Incoming and outgoing mail</li> <li>• Handling confidential mail</li> <li>• Registered Mail</li> <li>• Computerisation</li> </ul>
Module III	<p><b><i>Management of Semi-Current Records</i></b></p> <ul style="list-style-type: none"> <li>• Identification of semi-current records</li> <li>• File closure procedures</li> <li>• File retirement procedures</li> <li>• Organisation and maintenance of semi-current records stores</li> <li>• Retrieval and issue of semi-current records</li> <li>• The Records Centre Concept</li> <li>• Computerisation</li> </ul>
Module IV	<p><b><i>Management of Non-Current Records and Archives</i></b></p> <ul style="list-style-type: none"> <li>• The appraisal of records (legal, financial and other considerations)</li> <li>• Compilation of records schedules and standing instructions</li> <li>• Disposal of time-expired records</li> <li>• Identification and preservation of archives</li> <li>• Definition of archives</li> <li>• Archival value</li> <li>• Storage conditions for archives</li> <li>• Duties and functions of national archives</li> <li>• Access to archives</li> </ul>

## **TRAINING OF USERS**

The success of any records management programme depends on the co-operation and discipline of the users. It is therefore essential that awareness training be given to the users from time to time. The training must cover all categories of staff from the chief executives down to the junior staff.