

In order for the Council to effectively meet its obligations under the Freedom of Information Act 2005, Data Protection Act 1998, and Public Records (Scotland) Act 2011, it is essential to maintain an ongoing programme of staff training in effective record-keeping. Good records management is also key to achieving successful and efficient service delivery.

The training outlined below is designed to serve as an introduction to records management issues for new staff, as well as a refresher course for existing staff. It is recommended that staff complete either the Operational or Strategic modules in order to ensure that good record-keeping practice is upheld throughout the Council.

### Structure

Training days are conducted on a monthly basis and consist of one **Strategic module** and one **Operational module**. Strategic sessions are aimed at managerial staff; Operational sessions are aimed at administrative and other records-responsible staff.

### Content

The table below outlines the content of each module.

Strategic Module	Operational Module
<ol style="list-style-type: none"><li>1. Introduction to Records Management<ol style="list-style-type: none"><li>a. What is Records Management?</li><li>b. What is a record?</li><li>c. Difference between records and documents</li><li>d. Why is records management important?</li><li>e. Legislative overview</li><li>f. Records management and sensitive information</li></ol></li><li>2. The Record Life Cycle<ol style="list-style-type: none"><li>a. Creation, Use, Record Centre and Disposal</li></ol></li><li>3. Records Management Toolkit<ol style="list-style-type: none"><li>a. Corporate Retention Schedule</li><li>b. Using the Record Centre</li></ol></li><li>4. Managerial Role<ol style="list-style-type: none"><li>a. Nomination of 'records-responsible' staff</li><li>b. Approval of assigned retention periods</li><li>c. Authorisation of destructions</li><li>d. Oversight of departmental RM operations.</li></ol></li><li>5. Records Management Best Practice</li><li>6. Records Management Support</li></ol>	<ol style="list-style-type: none"><li>1. Introduction to Records Management<ol style="list-style-type: none"><li>g. What is Records Management?</li><li>h. What is a record?</li><li>i. Difference between records and documents</li><li>j. Why is records management important?</li><li>k. Legislative overview</li><li>l. Records management and sensitive information</li></ol></li><li>2. The Record Life Cycle<ol style="list-style-type: none"><li>b. Creation, Use, Record Centre and Disposal</li></ol></li><li>3. Records Management Toolkit<ol style="list-style-type: none"><li>a. Record registration</li><li>b. Assigning retention periods</li><li>c. Electronic file naming</li></ol></li><li>4. Using the Records Centre<ol style="list-style-type: none"><li>a. How to send files to the Records Centre</li><li>b. How to retrieve files</li></ol></li><li>5. Working with Action Lists<ol style="list-style-type: none"><li>a. Actions explained</li><li>b. Intranet action lists</li></ol></li><li>6. Practical Exercise</li></ol>

6. Question and Answer	7. Records Management Best Practice
	8. Records Management Support
	9. Question and Answer

### Outcomes

After participating in Records Management training modules, Operational staff will take away the skills to:

1. Maintain a departmental file register
2. Use a retention schedule to assign record retention periods
3. Send and withdraw files from the Records Centre
4. Maintain accurate and consistent records
5. Remain aware of proper management of sensitive information

Managerial staff will take away the skills to:

1. Oversee a secure and well-managed workspace
2. Make key decisions regarding the retention of records
3. Manage risk associated with processing sensitive information