Capability and Development for Information Professionals

Purpose

This Records Advice has been prepared to provide ACT Government information managers with information about participating in professional development opportunities to maintain their professional capability in working with and managing the ACTPS information assets.

Background

A key element of an organisation’s records management program is ensuring that there are suitably qualified and capable staff in the organisation. Information professions should be available who are able to implement and oversee the operation of the organisations records, information and data management activities.

Records Management unit operations

Each organisation should have access to professional advice and skills to allow it to perform its daily records management operations. Key functions that should be established, monitored, and often carried out by information professionals include:

- identifying business records
- titling
- capturing
- classifying
- file creation and closure
- distribution, tracking and record transfers
- search and retrieval
- access
- security
- storage and handling
- retention and disposal
- disposal freezes
- high risk and vital records
- disaster management
- QA and auditing
- monitoring (program, processes and people) and reporting on activities, performance and compliance
- resourcing
- manual handling and safety

In addition, records managers and other information professionals should be involved in or kept informed of decisions and processes that will change the way records are created and kept in the organisation. This can include:

- changes in legislation, standards, practices and organisational responsibilities that may impact on the need to create and keep records, information and data;
- machinery of government and other organisational changes that may influence organisational responsibility for and access to records, information and data; and
- information and communication technology investment decisions and other changes that may influence the systems that capture the organisation’s records, information and data or the way these systems are used.

Territory Records Office ● Canberra Nara Centre, 1 Constitution Avenue, Canberra City ACT 2601 ● GPO Box 158 Canberra ACT 2601 ● Telephone: +61 2 6207 0194 ● Email: TRO@act.gov.au
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Recruitment, training and professional development

Organisations should generally be able to access records management skills internally through appropriate recruitment, training and development opportunities. For smaller organisations, skills may need to be sourced externally from professional institutions/associations or networking with other agencies. Membership, whether corporate or individual, of industry associations such as Records and Information Management Professionals Australasia (RIMPA) or the Australian Society of Archivists (ASA), should be encouraged and supported, providing access to additional professional development opportunities.

All staff, not only records management staff, should participate in a records management induction program in their organisation to ensure that they understand how to meet their obligations under the Territory Records Act 2002. Ongoing updated ‘refresher’ training should be encouraged for staff with limited recordkeeping responsibilities, and required for any staff holding a specialist records management role.

Specialist records management staff should also endeavour to undertake formal records management training to ensure high quality records management leadership in their organisations. Annual professional development requirements should be incorporated into learning and development plans. Specialist staff should also be actively encouraged to participate in industry forums and communities of practice as well as reading professional publications in order to stay informed of new and emerging trends, practices and technology.

For more information

For professional development opportunities please contact the Territory Records Office.

For organisational training, please contact your records manager or Shared Services.