
	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.QIDD.GD02
		Issue No.	01
		Effective Date	04/02/2020


SECTION A: QUALIFICATION DETAILS															
QUALIFICATION DEVELOPER (S)		Institute of Development Management													
TITLE	Bachelor of Archives and Records Management										NCQF LEVEL	7			
FIELD	Information and Communications Technology			SUB-FIELD		Archives and Records Management				CREDIT VALUE	510				
New Qualification								Review of Existing Qualification						√	
SUB-FRAMEWORK		General Education					TVET					Higher Education		√	
QUALIFICATION TYPE	Certificate	I		II		III		IV		V		Diploma		Bachelor	√
	Bachelor Honours					Post Graduate Certificate						Post Graduate Diploma			
	Masters								Doctorate/ PhD						
RATIONALE AND PURPOSE OF THE QUALIFICATION															
RATIONALE: <p>The International Organization for Standard through Information and Documentation – Records Management standard pointed out that Records are both evidence of business activities and organizational information assets (ISO 15489-1). The Organization adds that records can be distinguished from other information asserts by their role as evidence in the transaction of business. In recognition of importance of records the government of Botswana though an act of Parliament National Archives and Records Services Act 1978 Amended 2007 established National Archives and Records Services to make provision for the preservation, custody, control and disposal of public archives including public records of Botswana; and for matters incidental thereto or connected therewith (National Archives and Records Services Act 1978 Amended 2007).</p>															

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Following the issuing of the President's Circular No. 4 of December 1992, a new organizational structure was put in place to accommodate the records management function (BNARS, 1992/93). Furthermore, the new scheme of service was adopted which clearly stated guidelines on effective recruitment, training and progression of records management personnel in the new dispensation.

The Directorate of Public Service Management (DPSM) Circular of 2012, of the Government of Botswana issued a statement that public records are maintained as proof of business transactions, for administrative reference such as precedence in decision making and general accountability of the public service. The circular further emphasized that the completeness, accuracy and reliability of records maintained by all public agencies was critical for the operations of Government. The circular also states that, the government reported high usage of laptops by Government Officials to improve efficiency, nevertheless large amount of data were never filed into the government records management systems resulting in loss of information by the government. In 2014, the government through parliament enacted Electronic Records (Evidence) Act No. 13 of 2014 to allow for the admissibility and authentication of electronic records as evidence in legal proceedings and admissibility, in evidence, of electronic records as original records. Organization seeking to confirm to the National Archives and Records Services Act 1978 amended 2007, Circular Savingram Ref DP 7/6/2 II of 04 December 2012, Electronic Records (Evidence) Act No. 13 of 2014 and ISO 15489-1:2016 should establish, document, maintain and publicize policies and practices for records management to ensure that its obligations of evidence, accountability and information about its activities is met.

Furthermore, a stakeholders meeting was convened to identify the missing gaps of records and information management personnel in the labour market. The stakeholders report presents the findings of the survey, which was carried out to investigate the attractiveness of the Archives and Records Management qualification. International Organization for Standard ISO 15489-1 provides that an organization seeking to put in place a sound records management strategy should have people assigned responsibilities relating to creation, capture and management of records competent to perform these tasks (ISO 15489-1:2016). Competence should be regularly evaluated and training programs should be ongoing and include training on requirements, policies, practices, roles and responsibilities for managing records.

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PURPOSE:

The purpose of this qualification is to produce candidates with competencies that will enable them to perform functions in the area both at officer and Managerial level, Records Manager, Records Consultant, Information Analyst, Information Consultant, Knowledge Managers, Archivists, Document Controllers and other Information Management professionals in the public, private and civil society organizations. Therefore, the qualification will provide solid training in terms of skills and knowledge in managing records, archives and information resource centres in various institutions with a global view informed by the records management international standards e.g ISO 15489-16 and ISAD (G). This qualification can serve as an entry qualification to other higher qualifications from various academic institutions of higher learning.

A learner acquiring this qualification will have knowledge skills and competences to.

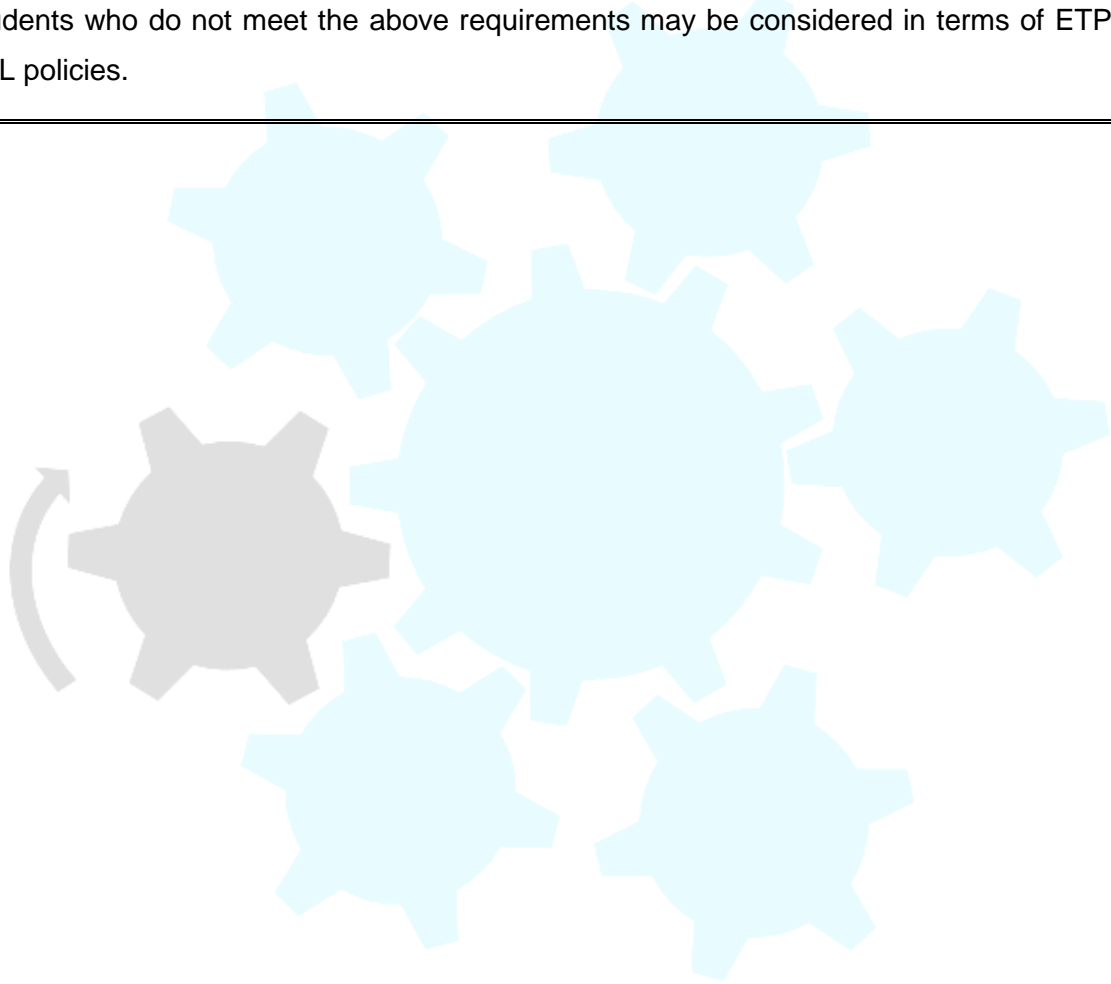
- Develop and implement records and information management programme.
- Review records classification schemes.
- Implement a records retention and disposal schedule.
- Manage archival materials and records.
- Keep electronic records, including emails, systematically taking into account their content, structure and context.
- Administer routine Records and Archives support services.
- Provide routine frontline customer services for archives and records.
- Conduct effective searches to locate, evaluate and analyze information sources, with respect for the culturally diverse composition of society and its information needs.
- Develop a disaster preparedness management plan aimed at minimizing the risk of losing its records.
- Conduct records and information survey on a regular basis in order to determine the status of the records with the view to improving the records systems.


ENTRY REQUIREMENTS (including access and inclusion)


- BGCSE or equivalent with 36 points, including credit in English Language.
- Diploma in a related discipline from any recognized and accredited institution.


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- Students who do not meet the above requirements may be considered in terms of ETP and national RPL policies.




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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
<p>1. Organize different types of information and record formats in accordance with the internationally recognized standards.</p> 	<p>1.1 Identify the key records management legislation and standards that affects records management.</p> <p>1.2 Identify the major components of the Records Life Cycle.</p> <p>1.3 Identify laws governing the management and access to information.</p> <p>1.4 Maintain records according to prescribed classification scheme in the organization.</p> <p>1.5 Distinguish between records and information management and information governance.</p> <p>1.6 Identify different standards that can be employed to facilitate arrangement of archives.</p> <p>1.7 Appraise methods used by archival institutions to promote the use of archives in a society.</p> <p>1.8 Formulate basic archival policies and strategies.</p> <p>1.9 Formulate a research topic, hypothesis and objectives</p>
<p>2. Apply different communication tools to relay information on all matters relating to records management and its environment.</p>	<p>2.1 Identify the target audience for effective communication in the information management field.</p> <p>2.2 Prepare Curriculum Vitae for a specified job of candidate's choice.</p> <p>2.3 Prepare the structure to communicate the central message logically.</p> <p>2.4 Communicate information in meetings, interviews, negotiations or telephonically, using presentations or any other appropriate technology.</p>

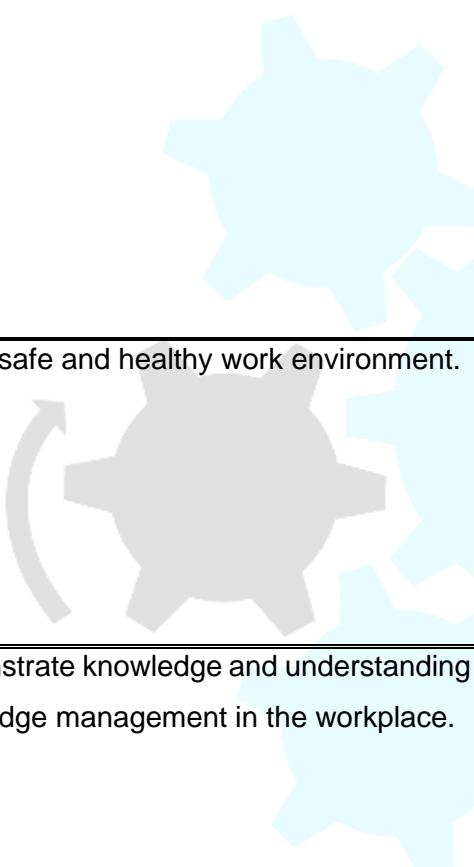
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<p>3. Apply different concepts, principles, and technologies of basic computing to guide effective implementation of computing solutions.</p> 	<p>3.1 Describe the concepts of operating systems and communications systems.</p> <p>3.2 Design a relational database management system.</p> <p>3.3 Use internet technologies, protocols, and internet networking.</p> <p>3.4 Identify the different functions of an operating system and find ways of enhancing processing efficiency.</p> <p>3.5 Identify the roles that desktop applications and operating systems play in business computer systems and records management.</p> <p>3.6 Promote Security/protection measures used for protection of e-records.</p> <p>3.7 Identify factors to consider determining the preparedness of an organization to implement an EDRMS/ERMS.</p> <p>3.8 Implement relevant legislations and policies governing creation, use, maintenance, and disposal of electronic records.</p>
<p>4. Demonstrate Knowledge and understanding of issues of preservation of information sources.</p>	<p>4.1 Identify agents of deterioration of library and archival materials, as well as accepted preservation functions that help mitigate deterioration.</p> <p>4.2 Identify appropriate methods of storage, handling and preservation of different media.</p> <p>4.3 Draw a disaster preparedness and recovery plan policies</p>
<p>5. Demonstrate knowledge in techniques of building library and archival collections.</p>	<p>5.1 Identify different types of libraries and their intended audiences.</p> <p>5.2 Differentiate the functions and services of different types of libraries.</p> <p>5.3 Outline the basic functions of Collection development</p>


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	<p>in Librarianship.</p> <p>5.4 Organize information resources using relevant theories and practice.</p> <p>5.5 Identify documents used in purchasing and supply.</p> <p>5.6 Identify the requirements for effective inventory management.</p> <p>5.7 Formulate, and implement information policy that includes issues of privacy, equity, intellectual property, and intellectual freedom.</p>
6. Demonstrate knowledge and understanding in various methods of marketing information services.	<p>6.1 Identify factors that influence consumer decision making process.</p> <p>6.2 Identify the key components of the marketing environment (macro and microenvironment).</p> <p>6.3 Promote the elements of the marketing mix (7Ps of marketing).</p> <p>6.4 Describe the role and function of marketing Archives and Library services.</p> <p>6.5 Address the unique challenges of service marketing, including the elements of product, price, place, promotion, processes, physical evidence, and people.</p> <p>6.6 Promote types of public relations activities and illustrate their use in real world context.</p> <p>6.7 Identify business models to value creation and new venture success.</p> <p>6.8 Differentiate between types of entrepreneurial ventures</p>
7. Implement alternative strategies that help to sustain and enhance organizational competitiveness.	<p>7.1 Contribute to employee performance management and organizational effectiveness.</p> <p>7.2 Identify issues related to administering the human elements such as motivation, compensation,</p>

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		<p>appraisal, career planning, diversity, ethics, and training.</p> <p>7.3 Implement theories and practices of organizational development.</p> <p>7.4 Apply the different strategies and approaches to resolve conflict in the workplace.</p> <p>7.5 Apply leadership skills and teamwork approaches to advance organizational excellence.</p>
	8. Develop safe and healthy work environment.	<p>8.1 Identify work practices and hazards in the workplace that could endanger the workforce.</p> <p>8.2 Promote adherence to health and safety policies and practices.</p> <p>8.3 Promote personal presentation and behaviour in maintaining health and safety in the workplace...</p>
	9. Demonstrate knowledge and understanding of knowledge management in the workplace.	<p>9.1 Identify the drivers for promoting knowledge management and learning in organizations.</p> <p>9.2 Identify the technologies and tools Institutions use in the management of knowledge.</p> <p>9.1 Identify key components of knowledge management systems and processes.</p> <p>9.2 Auditing approaches and techniques in Knowledge Management.</p> <p>9.3 Implement key ideas in the organizational psychology including motivation, attitudes, stress management, fairness, leadership and teamwork.</p>

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SECTION C		QUALIFICATION STRUCTURE			
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total (Per Subject/ Course/ Module/ Units)
		Level [5]	Level [6]	Level [7]	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	International Computing Driving License	5			20
	Academic writing and Communication skills	5			10
	Professional Communication.		6		10
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Introduction to Records Management		6		10
	Introduction to Archives		6		10
	Managing Semi Current Records		6		10
	Introduction to Library and Information Studies		6		10
	Introduction to Conservation and Preservation		6		10
	Arrangement and Description of Archives		6		10
	Introduction to Electronic Records Management		6		10

	Principles of Marketing (Marketing of Information services)		6		10
	Principles of Management		6		10
	Introduction to Knowledge Management		6		10
	Human Resource Management		6		10
	Project Management		6		10
	Introduction to Public Relations		6		10
	Principles of Organizing Information			7	15
	Access and Reference Services/Advocacy and User			7	15
	Systems analysis, design and evaluation			7	15
	Preservation and Disaster Management in Information Services			7	15
	Practicum III			7	30
	ICT in Archives and Records Management			7	15
	Introduction to Entrepreneurship Development and Innovation (prerequisite)			7	15


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	Project Planning and Management			7	15
	Information Legislation: Policies and Ethics			7	15
	Information and Knowledge Management			7	15
	Database Management systems			7	15
	Fundamentals of Venture Creation			7	15
	Supplies and Material Management			7	15
	Research Methods & Proposal (prerequisite)			7	15
	Research Project/Dissertation			7	30
	Electronic Document & Records Management Systems			7	15
	Public Relations and Marketing of Information Services			7	15
	Web design and desktop publishing			7	15
	Strategic Management			7	15
	Occupational health & Safety			7	15

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ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Introduction to Psychology			7	15



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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
5	30
6	160
7	320
TOTAL CREDITS	510
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
<p>Qualification Award (Minimum standards of achievement for the award of the qualification)</p> <p>For a Candidate to achieve this qualification they must have acquired a minimum of 510 credits. The candidate should pass all the core units of the qualification. It is also mandatory that candidates pass fundamental modules as a basis for the award. Candidates meeting the prescribed requirements will be awarded Bachelor of Archives and Records Management in accordance with the qualification composition rules and applicable policies. Where Candidates have enrolled for modules the awarding body shall award a Record of Education and Training (RET)/ Transcript in accordance with applicable policies.</p>	

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ASSESSMENT ARRANGEMENTS

The following shall apply to both internal and external moderation in accordance with applicable policies and regulation in the following documents:

- Assessment Policy
- Curriculum Policy

Use of Accredited Moderators and Assessor

The institution commits to use BQA accredited Assessors and Moderators and from any other recognized body by BQA.

Formative assessment- informs teaching and learning

Formative assessment or continuous assessment (CA) will comprise 40% of the final grade for each module.

Summative assessment based on learning outcomes leading to the award of the qualification

Summative assessment will comprise 60% of the final grade for each module.

The weighting between continuous assessment and summative assessment shall be at a ratio of 40:60.

MODERATION ARRANGEMENTS


Moderation

Before administering any assessments that contribute towards the award of credits, moderation will take place. All assessment and Moderation shall be done by BQA registered and accredited assessors and moderators.

RECOGNITION OF PRIOR LEARNING

Candidates may submit evidence of prior learning and current competence and undergo appropriate forms of RPL assessment for the award of credits towards the qualification in accordance with applicable RPL policies and relevant national-level policy and legislative frameworks. Implementation of RPL shall also be consistent with requirements, if any, prescribed for the field or sub-field of study by relevant national, regional or international professional bodies.

CREDIT ACCUMULATION AND TRANSFER

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Learners, who have demonstrated the required competence against the modular outcomes of this registered qualification and have been declared competent, will be awarded credits which they will accrue according to the National CAT Policy as a record of achievement and will be registered on the BQA Learner Records Database. If learners wish to transfer to another ETP, they will transfer the credits they have accumulated to facilitate a smooth transition into the qualification to avoid repetition and proceed accordingly.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal Articulation (related qualifications of similar level that graduates may consider)

For purposes of multi skilling, retooling graduates of this qualification may consider pursuing related qualifications (at this level) such as;

- Bachelor of Information & Knowledge Management (Knowledge Management) –
- Bachelor of Information & Knowledge Management (Library and Information Studies)

Vertical Articulation (qualifications to which the holder may progress to)

Graduates for the Bachelor of Archives and Records Management qualification may progress to higher level qualifications such as;

- Masters in Archives & Records Management
- Masters in Library & Information Studies
- Or any other higher qualification of choice at the University of Botswana or any other recognized institutions of higher learning.


Diagonal Articulation

Graduates from the Bachelors of Archives and Records Management qualifications may peruse;

- Masters in Information Systems

Graduates credited with Bachelor of Archives and Records Management qualification will have requisite competencies and attributes to work as:

- Records and Information Managers
- Archivists

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- Archives Curator
- Document Controllers
- Knowledge Managers
- Librarians
- Records and Information Management Consultants.

QUALIFICATION AWARD AND CERTIFICATION

Qualification Award

A minimum standard of achievement for the award of the qualification is a total accumulation of 510 credits. A candidate is required to achieve the stipulated 510 total credits inclusive of the fundamental, core and elective components, to be awarded the qualification.

Certification

Upon completion of this qualification, candidates meeting prescribed requirements will be awarded the Bachelor of Arts in Archives and Records Management degree in accordance with standards prescribed for the qualification.

REGIONAL AND INTERNATIONAL COMPARABILITY


This qualification has been benchmarked with the following:

Similarities

- Core Archives and Records management techniques
- Duration of course – University of Namibia takes 4 years similar to this qualification
- Total credits for Middle East College similar to this qualifications 510 credits

Differences

- Sorbonne University –Abu Dhabi takes 3 years while this qualification is 4 years

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- This qualification covers other issues external to records and information management (electives) like project management, Systems Analysis and Evaluation not covered by UNISA

Conclusion

This qualification compares well regionally and internationally in terms of scope across major themes with the exception of the teaching of other international languages in those particular countries. Therefore, currently, our graduates can fit well in other international universities, particularly those in the region for exchange programs.

REVIEW PERIOD

Every 5 years. However, the information landscape is forever changing due to technology dynamics, and review of the qualification will provide a window for constant refining and updating where applicable, arising from legislative changes, technology changes or stakeholder feedback