

BQA NCQF Qualification Template

DNCQF.FDMD.GD04

Issue No.: 01

QUALIFICATION SPECIFICATION								SECTION A	
QUALIFICATION DEVELOPER		Institute of Development Management							
TITLE		Diploma in Archives and Records Management				NCQF LEVEL		6	
FIELD		Humanities and Social science		SUB-FIELD		Records and Information Management			
New qualification				Review of existing qualification					
SUB-FRAMEWORK		General Education		TVET		Higher Education		√	
QUALIFICATION TYPE		Certificate		Diploma		√		Bachelor	
		Bachelor Honours		Master				Doctor	
CREDIT VALUE						240			
RATIONALE AND PURPOSE OF THE QUALIFICATION									
<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> <p>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.</p> <p>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</p>									

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.

The purpose of this qualification is to produce candidates with competencies to be able to perform functions;;

- implement a records and information management programme.
- implement a records retention and disposal schedule.
- Manage archival materials and records.
- Manage electronic records, including emails, systematically taking into consideration their content, structure and context.
- Administer routine Records and Archives support services / Provide routine frontline customer services for archives and records.

- Implement a disaster preparedness management plan aimed at minimizing the risk of losing its records.
- Assist in the conduct of a 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.

Qualifying learners will be able to show responsibility, and independently and effectively manage themselves in the Archives and Records Management environment to ensure effective delivery of relevant and appropriate Archives and records management services within the framework of prescribed legislation.

- Therefore, the diploma (NCQF level VI) will provide solid training in terms of skills and knowledge in managing records, archives and information resource centres within 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.

ENTRY REQUIREMENTS (including access and inclusion)

- NCQF level IV or equivalent
- Certificate (NCQF level V) in Archives and Records Management from any other recognized academic institution.
- Students who do not meet the above requirements may be considered in terms of Recognition of Prior Learning (RPL) Regulations as thus :
 - This qualification shall recognize both formal and non-formal prior learning and determine its equivalence to designated courses. Recognition of Prior Learning will be through access and credit transfer.
 - When selecting participants for admission, this qualification takes into account the wide variety of backgrounds and learning experiences of the applicants. Participants may be eligible to have this prior learning and experience recognized.

GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
<p>1.0. Demonstrate knowledge of managing records of different formats throughout the records life cycle within the records management environment and in different contexts.</p>	<p>1.1 Practice ethics, information ethics, privacy, intellectual property, good governance.</p> <p>1.2 implement a records and information management (RIM) program.</p> <p>1.3 Recognize the basic functions of archives.</p> <p>1.4 Apply laws governing the management and access to information.</p> <p>1.5 Apply, regional and international Laws and ethics that may affect access to information.</p> <p>1.6 Apply appropriate legislation and international standards (ISO 15489:2016) affecting records management.</p> <p>1.7 Recognize the importance of records management to an organization.</p> <p>1.8 Establish a Classification Scheme for the organization.</p> <p>1.9 Employ the theories and practices related to acquisition and appraisal of archival material.</p> <p>1.10 Practice ethics, information ethics, privacy, intellectual property, good governance.</p>
<p>2.0. Demonstrate effective communication skills.</p>	<p>2.1 Develop proper listening skills.</p> <p>2.2 Show preparation and research skills for oral presentations.</p> <p>2.3 Articulate and enunciate words and sentences clearly and efficiently.</p> <p>2.4 show the ability to gather information and apply it to persuade or articulate one's own point of view.</p>

	<p>2.5 Show confidence and clarity in public speaking projects.</p> <p>2.7 Apply proper footnoting and referencing skills.</p> <p>2.8 Employ different writing techniques and styles.</p>
3.0. Apply different concepts, principles, and technologies of basic computing to guide effective implementation of computing solutions.	<p>3.1 Demonstrate knowledge relating to ICT, computers, devices and software.</p> <p>3.2 Describe the concepts of operating systems and communications systems.</p> <p>3.3 Design a relational database management system.</p> <p>3.4 Explain internet technologies, protocols and internet networking.</p> <p>3.5 Explain the different functions of an operating system (Microsoft windows).</p> <p>3.6 Identify the roles that desktop applications and operating systems play in business computer systems and records management</p> <p>3.7 Describe popular ICT methods used for handling large amount of Data.</p> <p>3.7 Design a relational database management system.</p>
4.0 . Demonstrate understanding of issues and techniques of preservation of physical and digital information sources.	<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 Apply ethical principles in conservation and preservation of Archives and Library materials.</p> <p>4.4 Develop a disaster preparedness and recovery plan and describe how they can be incorporated into an organization's policies</p> <p>4.5 Illustrate the importance of conservation and preservation in libraries, archives, and other</p>

	<p>information resources</p> <p>4.6 Formulate a disaster preparedness and recovery plan policies</p>
5.0. Demonstrate knowledge on techniques of building library and archival collections and use of bibliographic sources to archive collection development (Library and Information Studies)	<p>5.1 Identify the range of information source types available (such as peer-reviewed journals, newspaper articles, books, reference sources, etc.), their distinguishing characteristics and intended audiences, in order to select those appropriate based on the information need.</p> <p>5.2 Identify library services and availability of resources in order to develop a realistic overall plan for research.</p> <p>5.3 identify the major classification systems used in Libraries.</p> <p>5.4 Identify appropriate methods for evaluating and selecting tools and resources for cataloguing, classifying, and processing library resources.</p> <p>5.5 Select and acquire library material.</p> <p>5.6 Demonstrate an understanding of the organization and maintenance of Library materials</p> <p>5.7 Use standard classification and cataloguing tools in the effective organization of collection holdings.</p> <p>5.6 apply the Dewey Decimal System to the classification of information in several media-print and non-print.</p>
6.0. Apply knowledge acquired from a practical attachment within a work setting.	<p>6.1 identify records and information management challenges and find solution based on a systems approach.</p> <p>6.2 Prepare a PowerPoint presentation on objectives of the practical attachment.</p> <p>6.3 Write a report based on the practical work.</p>

<p>7.0 Apply practical actions to manage and protect electronic records in an organization.</p>	<p>7.1 Use Information Technology applications to accelerate electronic record keeping in agencies.</p> <p>7.2 manage of electronic mail.</p> <p>7.3 Apply preservation strategies for electronic records.</p> <p>7.4 Apply key theoretical concepts related to the creation, maintenance, use and disposal of electronic records.</p> <p>7.5 Determine the current maturity and readiness of the organization to implement EDRMS.</p> <p>7.6 Apply suitable Security measures for e-records</p> <p>7.7 Use regulatory and legal frameworks to manage electronic documents and records.</p> <p>7.8 Construct policies and procedures needed to manage electronic documents and records.</p> <p>7.9 Develop electronic classification scheme.</p> <p>7.10 Implement electronic records retention schedule.</p> <p>7.11 Maintain, preserve and operate electronic records storage and retrieval systems.</p>
<p>8.0. Analyze the intellectual content of archival material to create optimal access (i.e., archival arrangement and description) and provide long-term historic importance (i.e., archival appraisal).</p>	<p>8.1 Demonstrate knowledge of the importance of the arrangement and description of archives.</p> <p>8.2 Understand the two principles of provenance and original order in arrangement and description of archives and apply them.</p> <p>8.3 Identify different standards that can be employed to facilitate arrangement and description of archives.</p> <p>8.4 Identify mandatory and optional components of the General International Standard of Archival Description.</p> <p>8.5 Apply the concept of multi-level description in Archives.</p> <p>8.6 Apply different methods that can be used to arrange archives for easy identification and retrieval.</p>

	<p>8.7 Use the different types of finding aids that are necessary for the effective utilization of archives.</p> <p>8.8 Use various promotional methods used by archival institutions to promote the use of archives in a society</p>
9.0. Demonstrate understanding on various methods of communicating and marketing information services in the records and archives management context.	<p>9.1 Define marketing as an exchange process.</p> <p>9.2 Identify factors that influence consumer decision making process.</p> <p>9.3 Identify the key components of the marketing environment (macro and micro environment).</p> <p>9.4 Explain the importance of understanding the marketing environment.</p> <p>9.5 Implement the main methods of segmenting the markets.</p> <p>9.6 Understand and apply the concept and elements of the marketing mix.</p> <p>9.7 Demonstrate knowledge on the marketing Archives and Library services.</p> <p>9.8 Show understanding on the unique challenges of services marketing, including the elements of product, price, place, promotion, processes, physical evidence, and people.</p> <p>9.9 Identify the types of public relations activities and apply them.</p> <p>9.10 Identify and apply possible ethical issues in public relations practice.</p>
10.0 Implement alternative strategies that help to sustain and enhance Organisational competitiveness.	<p>10.1 Contribute to employee performance management and organizational effectiveness</p> <p>10.2 Understand the main theories and practices of Organizational Development and apply them.</p> <p>10.3 demonstrate knowledge on the nature and sources of conflict and apply the different strategies and approaches in the resolution of conflict.</p>

	<p>10.4 show leadership, and teamwork, leading to desired organizational behavior.</p> <p>10.5 Use the Balanced Scorecard to ensure organizational alignment and evaluate organizational performance.</p>
11.0 Promote and contribute to the development and maintenance of a healthy and safe work environment.	<p>11.1 Identify working practices and hazards in the workplace that could be harmful.</p> <p>11.2 Identify Occupational Safety Health Administration (OSHA) regulations that apply in the workplace.</p> <p>11.3 Adhere to health and safety policies and practices.</p> <p>11.4 Establish the importance of remaining alert to hazards in the workplace.</p> <p>11.5 Explain the need for health and safety information in the workplace.</p> <p>11.6 Apply legal responsibilities for health and safety in the workplace.</p>
12.0 Carry out basic research on an information management problem.	<p>12.1 Formulate a research topic, research objectives, research questions and hypothesis.</p> <p>12.2 Establish the key components of a research proposal.</p> <p>12.3 Writing, a clear, concise research proposal with scientifically defensible aims, methods and conclusions</p> <p>12.4 Select and justify research methodology(s) applicable to own research.</p> <p>12.5 Collect, analyze and present data (qualitative and or quantitative) using appropriate tools and formats.</p> <p>12.6 Interpret findings and make reference to literature explored and or conceptual/theoretical framework.</p> <p>12.7 Derive conclusions from findings and related recommendations and or action plan to address the conclusions.</p> <p>12.8 Apply relevant research ethics.</p> <p>12.9 Write a final research paper for a Diploma in Archives and Records Management according to identified guidelines.</p>

	12.10 Submit final edited copy of research paper to the Archives and Records Management Department by the required date.
13.0 Describe ways organisations can sustain their competitive advantages through effectively harnessing knowledge assets and learning dynamics.	<p>13.1 Discern Knowledge Management and its use to support the strategic goals of an organization.</p> <p>13.2 Identify the barriers to Information and knowledge Dissemination.</p> <p>13.3 Identify Knowledge Management auditing approaches- Inventory of tools and techniques.</p> <p>13.4 Practice different knowledge management processes and Organisational learning dynamics.</p> <p>13.5 Outline the significance of Knowledge Management in a knowledge-based economy.</p> <p>13.6 Analyze modes of knowledge transmission, benefits, and challenges of knowledge transmission.</p>
14.0 Demonstrate understanding on project planning, management, and structure.	<p>14.1 understand the legal implications for professional practice.</p> <p>14.2 Understand the key concepts and apply the principles of project management.</p> <p>14.3 Outline the roles of project managers and their teams.</p> <p>14.4 understand and apply the Project Cycle and other Project Management Approaches.</p> <p>14.5 Develop strategies to deal with and minimize potential conflict.</p>

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FUNDAMENTAL COMPONENT Subjects / Units / Modules /Courses	Title	Level	Credits
	International Computing Driving License	5	20
	Academic Writing & Study Skills	5	10
CORE COMPONENT Subjects / Units / Modules /Courses	Introduction to Records Management	5	5
	Introduction to Archives	5	5
	Managing Semi Current Records	5	5
	Introduction to Library and Information Studies	5	5
	Introduction to Conservation and Preservation	5	5
	Practicum I	5	5
	Arrangement and Description of Archives	6	15
	Introduction to Electronic Records Management	6	15
	Principles of Marketing / Marketing of Information services	6	10
	Principles of Management	6	10
	Research Methods	6	20
	Occupational health & Safety	6	10
	Introduction to Knowledge Management	6	15
	Human Resource Management	6	10
	Project Management	6	10
	Introduction to Public Relations	6	10
	Research Project	6	40
	Practicum II	6	20
ELECTIVE COMPONENT Subjects / Units / Modules /Courses			

Rules of combinations, Credit distribution (where applicable):

245

Qualification Award (*Minimum standards of achievement for the award of the qualification*)

For a Candidate to achieve this qualification they must have acquired **a minimum of 240 credits**. The candidate should pass all the **core units** in the programme. It is also mandatory that candidates pass **fundamental modules** as a basis for the award. Candidates meeting the prescribed requirements will be awarded Diploma in Archives and Records Management by the Institute of Development Management (IDM) 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.

MODERATION ARRANGEMENTS

ASSESSMENT

Formative assessment:

Formative assessments will constitute 40% of the final mark.

Summative assessment:

Summative assessment will constitute 60% of the final mark.

MODERATION:

Both internal and external moderation will be done in-line with the Moderation policy of the Institution. In addition, all Moderators and Assessors must be registered and accredited with Botswana Qualification Authority (BQA).

RECOGNITION OF PRIOR LEARNING (if applicable)

An assessed equivalent entry qualification, which may include Recognition of Prior Learning (RPL). Candidates may submit evidence of prior learning and current competence and/or undergo appropriate forms of RPL assessment for the award of credits towards the admission onto the programme in accordance with applicable RPL policies and relevant national-level policy and legislative framework.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

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

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

- Diploma-NCQF level VI (6) in Information & Knowledge Management (Knowledge Management).

- Diploma- NCQF level VI (6) in Information & Knowledge Management (Library and Information Studies).

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

Graduates for the NCQF level (VI) in Archives and Records Management qualification may progress to higher level qualifications such as;

- Bachelor-NCQF level VII (7) of Arts in Archives & Records Management.
- Bachelor-NCQF level VII (7) of Library & Information Studies.
- Or any other higher qualification of choice at the University of Botswana or any other recognized institutions of higher learning.

Graduates credited with Diploma NCQF level (VI) in Archives and Records Management qualification will have requisite competencies and attributes to work as;

I employment pathways-

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

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

A candidate is required to achieve the stipulated **245 total credits** inclusive of the fundamental, core and elective components, to be awarded the qualification.

Certification

Candidates meeting prescribed requirements will be awarded a Diploma-NCQF level VI (6) in Archives and Records Management in accordance with standards prescribed for the qualification.

REGIONAL AND INTERNATIONAL COMPARABILITY

This qualification has been benchmarked with the following regional and international qualifications:

1. University of Botswana-Diploma NCQF level (VI) in Archives and Records Management (2 years)- 60 Credits.
2. University of Namibia- Diploma in Records and Archives Management (288 credits): Namibia.
3. University of Malta- Diploma in Archives and Records Management (60 European Credit Transfer System (ECTS).

SUMMARY OF COMPARISON

SIMILARITIES

All the qualifications outlined in the Matrix are level VI qualifications both at part time and full time. Also, all the qualifications have similar assessment strategies including class assessments, practical tests, presentations, etc. Another similarity is visibly seen in the candidates' possible employment pathways with all the qualifications chosen identifying jobs in both the public and private sector as well as non-governmental organizations. Moreover, for education pathways are the same for holders of level VI qualification since they are all able to pursue a level VII qualification in Archives and Records Management, Information and Knowledge Management. Additionally, all of the qualifications have a credit allocation of more than 60 credits.

DIFFERENCES

Notably, the differences are largely on the modules on offer. Despite most qualifications having modules that are largely archives and records management related. Some qualifications do not offer those found in

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other qualifications. For example, not all the qualifications offer, Managing Media Archives, Contemporary Social Issues, Paleography & Diplomatic Issues as well as Office Management and Practice.

REVIEW PERIOD

The qualification will be reviewed every five years or as and when required depending on the changing needs of the market.

Other information – please add any supplementary information to help the application for this qualification for NCQF Registration.

For Official Use Only:

CODE (ID)			
REGISTRATION STATUS	BQA DECISION NO.	REGISTRATION START DATE	REGISTRATION END DATE
LAST DATE FOR ENROLMENT	LAST DATE FOR ACHIEVEMENT		