	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.QIDD.GD02
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SECTION A:	QUALIFICATION DETAILS						

QUALIFICATION DEVELOPER (S) — *Institute of Development Management*

TITLE	*CERTIFICATE V in ARCHIVES AND RECORDS MANAGEMENT*	**NCQF LEVEL**	*5*

FIELD	*Information and Communication Technology*	**SUB-FIELD**	*Archives and Records Management*	**CREDIT VALUE**	*130*

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:

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).

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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 to be able to perform functions in the area; 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 degree 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 be able to;

- *Provide routine frontline customer services for archives and records.*
- *Administer routine Records and Archives support services.*
- *Communicate in a variety of ways in the provision of Records and Archives support services.*
- *Manage archival materials and records.*
- *implement records and information management programme*

Qualifying learners will be able to show responsibility, and independently and effectively provide routine frontline customer services for archives and records within the prescribed legislative framework.
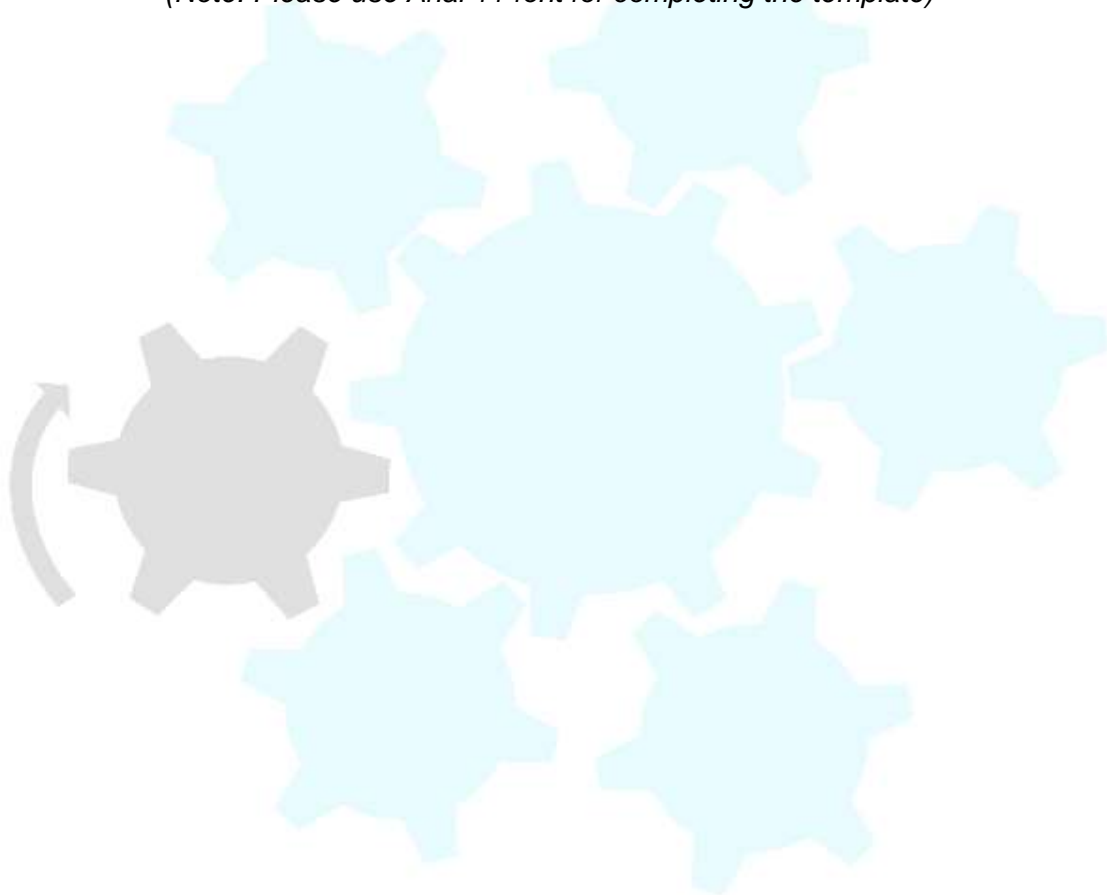
ENTRY REQUIREMENTS (including access and inclusion)

- *Certificate IV, NCQF level 4 (General Education or TVET) or equivalent.*
- *Students who do not meet the above requirements may be considered in terms of ETP and regional RPL policies*
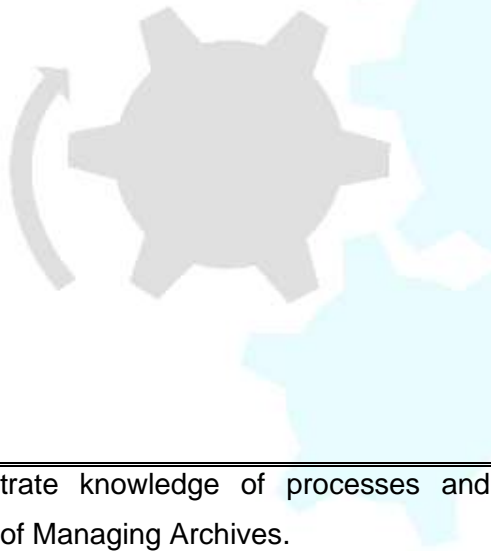
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- *An assessed equivalent entry qualification, which may include Recognition of Prior Learning (RPL).*

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SECTION B	QUALIFICATION SPECIFICATION

GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1. Demonstrate understanding of principles of archives and records management.	1.1 Identify today's records management challenges. 1.2 Explain the importance of records centres 1.3 Define and explain classification systems. 1.4 Describe the components of a records management programme. 1.5 Process in-coming and outgoing mail. 1.6 Use list to retrieve and store records. 1.7 Explain the benefits of carrying a records survey. 1.8 Identify the strength and weaknesses of the current records management system. 1.9 Identify different types of records centres. 1.10 Implement archives and records management legislative and regulatory frameworks 1.11 Provide routine frontline customer services for archives and records.
2. Demonstrate knowledge of processes and procedures of Managing Archives.	2.1 Define the core concepts and principles for the archives management. 2.2 Explain the history of archival institutions. 2.3 Explain basic functions of archives. 2.4 Explain different categories of archives 2.5 Articulate the role of archives to individuals and the society 2.6 Identify the core components of an archives acquisition policy. 2.7 Explain acquisition methods for archival materials. 2.8 Discuss primary and secondary values used for

	appraisal of records.
3. Communicate effectively on all matters within the records management environment and in different information contexts	3.1 Identify the target audience for effective communication in the information management field. 3.2 Articulate words and sentences clearly and efficiently. 3.3 Prepare Curriculum Vitae for a specified job of candidate's choice. 3.4 Communicate information in meetings, interviews, or telephonically or any other appropriate technology
4. Demonstrate basic knowledge and skills on the use of Information communication technology.	4.1 Start up and shut down a computer 4.2 Work effectively on the computer desktop using icons, window. 4.3 Create a simple document and print an output. 4.4 Create and edit word processing documents that will be ready to share and distribute. 4.5 Apply different formats and styles to enhance documents and recognize good practice in choosing the appropriate formatting options 4.6 Apply the key concepts of browsing the internet. 4.7 Send, receive, and manage emails 4.8 Apply web browsing and online security concepts. 4.9 Work with spreadsheets and save them in different file formats. 4.10 Enter data into cells and use good practice in creating lists.
5. Demonstrate understanding of issues in conservation and preservation for information holdings.	5.1 Define the key terms/concepts in conservation and preservation. 5.2 Identify the benefits of conservation and preservation in information holdings. 5.3 Identify agents of deterioration of library and archival materials.

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	5.4 Identify ethics / principles of conservation and preservation.
	5.5 Explain factors that impact on the storage, preservation and conservation of records.
	5.1 Apply specialized techniques to minimize or eliminate damage or losses.
	5.2 Implement preservation and conservation measures
6. Provide routine library and information frontline customer services.	6.1 Describe different types of libraries
	6.2 Outline services offered in different types of libraries.
	6.3 Identify the range of information sources available in libraries.
	6.4 Identify classification systems used in Libraries
	6.5 Discuss various selection criterions used to acquire library material.
	6.6 Outline the basic functions of collection development in library science.

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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 Subjects/ Courses/ Modules/Units	International Computing Driving License	5			20
	Communication and Academic Writing Skills	5			10
CORE COMPONENT Subjects/Courses/ Modules/Units	Introduction to Records Management	5			12
	Introduction to Archives	5			12
	Practicum	5			30
	Introduction to Conservation and Preservation	5			12
	Managing Semi Current Records	5			12
	Introduction to Library and Information Studies	5			12
ELECTIVE/ OPTIONAL COMPONENT	Introduction to Administrative Office Management		6		10

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Subjects/Courses/ Modules/Units	Emotional Intelligence		*6*		*10*

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	*Credit Value*
Fundamental	*30*
Core	*90*
Elective	*10*
TOTAL CREDITS	*130*

Rules of Combination:

(Please Indicate combinations for the different constituent components of the qualification)

For a Candidate to achieve this qualification they must have acquired **a minimum of 130 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 Certificate in 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.

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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 out comes 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

Pre-assessment Moderation

Before administering any assessments that contribute towards the award of credits, moderation will take place. This will entail but not be limited to the following:

• Ascertaining that the assessment strategy to be used is appropriate for the learning outcome to be assessed

• Ascertaining that the assessment instrument adequately captures the learning outcomes against which assessment is to be carried out

• Ascertaining whether the assessment tasks or questions can enable the assessor to collect sufficient evidence that is typical of relevant exit level descriptors

• Checking if the assessment instruction layout is appropriate and that wording of assessment tasks or

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questions is appropriate

• Checking if the assessment criteria or rubrics is consistent with the learning outcomes against which assessment is to be done

Post-assessment Moderation

Moderators will verify that the assessment has been done in compliance with assessment principles. This should include the following:

• Checking if all scripts have been assessed using the same criteria

• Verifying if assessment judgments and decisions have been done consistently and that principles such as validity, authenticity, currency and sufficiency have been considered

• Checking if calculation of marks has been done correctly

• Checking if necessary records and reports have been completed

Sampling Procedure for Moderation

The sample should be representative of the population of candidates in relation to performance, gender, and etc

Moderation Reports

A moderation report shall capture, but not limited to the following:

 • Sample size and sampling procedure

• Observations about the performance of candidates

• Consistency of assessment judgments and decisions

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• Evaluation of assessment instruments and their alignment to learning outcomes

• Recommendations for improvement

RECOGNITION OF PRIOR LEARNING

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 programme in accordance with applicable RPL policies and relevant national-level policy and legislative framework.

CREDIT ACCUMULATION AND TRANSFER

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 where they left.

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;

- NCQF Level V in Secretarial and Administration
- NCQF Level V in Office Procedures
- NCQF Level V in Office Management

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

Graduates for the Certificate in Archives and Records Management qualification may progress to higher level

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qualifications such as;

- NCQF Level 6 in Archives & Records Management
- NCQF Level 6 in Library & Information Studies
- NCQF Level 6 in Information and Knowledge Management
- Or any other higher qualification of choice at any recognized institutions of higher learning.

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

Employment pathways-

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

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

A candidate is required to achieve the stipulated **130 total credits** inclusive of the fundamental, core and elective components, to be awarded the qualification.

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A candidate is required to achieve the stipulated **130 total credits** inclusive of the fundamental, core and elective components, to be awarded the qualification.

Certification

Candidates meeting prescribed requirements will be awarded a Certificate-NCQF level V (5) in Archives and Records Management in accordance with standards prescribed for the qualification

REGIONAL AND INTERNATIONAL COMPARABILITY

There are limited information on the internet available on this qualification at level 5 to compare with, which suggests this qualification is typically offered at Level 6 upwards. There are notable similarities between the proposed qualification and the ones it was compared with, specifically on core modules such as Introduction to Records Management, Introduction to Archives and Introduction to Conservation and Preservation. This should promote articulation into other qualifications at the same level both locally, regionally and internationally. The exit outcomes are also generally comparable as they address similar cognate areas.

However some key differences observed as well; these include on total credits, which can be traced to the differences in the credit systems used by different countries. Additionally, the Wayne State University qualification has a practicum component, while the proposed one and the other two do not have it. It should be noted though that the proposed qualification is meant to feed into higher level qualifications, which are treated as exit qualifications, hence the practicum will be done at those levels.

REVIEW PERIOD

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

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