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

| SECTION A: | QUALIFICATION DETAILS | | | | | |
|---|---|---|---|---|---|---|

| QUALIFICATION DEVELOPER (S) | ABM University College |
|---|---|

| TITLE | Bachelor of Information Management | | NCQF LEVEL | 7 |
|---|---|---|---|---|

| FIELD | Information and Communication Technology | SUB-FIELD | Information Technology | CREDIT VALUE | 480 |
|---|---|---|---|---|---|

| 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 |
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**RATIONALE:**

The developer conducted a research study to find out if BA information Management will be relevant and in high demand In Botswana job market. This involved consulting various sources such as participants, information resources (newspapers), Human Resources Consultants and others. Furthermore, the survey intended to identify degree programmes that highly needed and are capable of boosting Botswana economy in near future. The findings reveal that BA in Information Management was among the list of qualifications highly needed in the job market. Hence it is ideal to develop the qualification in BA in information Management in Botswana and SADC.

Lowry (2018) declares that today, data is one of the most important assets to any organization and managing information is central to the success of the organization. Therefore, management of information is important, just like that for supporting technology and processes. Information is an intangible asset that gives organization competitive edge whether in public or private. Information in organizations is in various formats

and it should be managed according to the best practices as it is a valuable resource. Therefore, it is imperative to have trained personnel in information management.

Furthermore, Otiende (2019) affirms that Botswana government is determined to diversify the economy from dependence on minerals to a knowledge-based economy. Knowledge based economy is defined as an economy that is capable of knowledge production, dissemination and use where knowledge is a key factor in growth, wealth creation and employment and where human capital is the driver of creativity, innovation and generation of new ideas. Therefore, information management enables knowledge to be disseminated as well as being accessible to final consumer.

Botswana Vision 2036 (pillar 1: sustainable Economic Development) alludes that Knowledge based economy leads to the protection of intellectual property rights which ultimately promote research development (R&D) and innovation in the country. Intellectual property and research and innovation are some of the critical components of information management.

Therefore knowledge, skills and competencies in information management are ideal to boost the knowledge-based economy of Botswana. In addition to this, Botswana telegraph Newspaper (2018) reports that a live survey conducted by Bandlive in Botswana reveals that 38% of businesses will not achieve their set business targets as a result of bad data. The report also reveals that 32% of companies have no confidence on the data/information they use to make critical decisions. As such there is some confusion between information technology department and operations department, on who should collect and manage information. Therefore, the report recommends that the companies should train their staff on data/information management and collection. Consequently, it is ideal for companies and non-profit – making organisations in Botswana to have trained staff in information management qualification. For this reason, it is perfect to have this qualification offered by Botswana Tertiary institutions to close this gap.

Furthermore, Information management is a serious problem or challenge in both public and private sector in Botswana. For instance, Simela and Tembo (2004) assert that lack of adequate provision for the capture of existing land information has resulted in poor land management.

A study conducted by Kalusopa (2007) reveals that information management in labours organisation was a disaster as some publications produced daily were not systematically collected. For example, Botswana Federation of Trade Unions did not have a database for tracking or monitoring and keeping up-to-date information on the affiliates such as registration, type of union activities and financial standing to the federation etc.

Kalusopa (2009) The challenges that the Labour organizations face in SADC and Botswana in have to embrace information management practices for its planning, implementation and evaluation of its activities, Most Labour organizations' activities are largely knowledge-based and information intensive.

Many research studies conducted have revealed that there are serious challenges regarding information management in Botswana's government ministries, parastatals /corporations. The government of Botswana has taken an initiative to encourage proper management of information in various governments through the introduction of information and communication management as objective in ministries' strategic plans.

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However, there is always lack of trained personnel information management in major of government instructions. IRMT (2008) discovered that there were insufficient information management systems, lack document management systems and management of off-line data on microfiche was outdated in ministry of lands and housing. For these systems, to work effectively they require trained personnel staff in information management and related disciplines.

The national human resources development strategy (HRDS) OF 2016 has indicated that information management is one of the scarce courses under database management and administration. Hence the need to undertake the course at higher level to cab the challenges encountered by various institutions in Botswana.

Association of International Information Management (AIIM, 2018) asserts that information Management consist of management systems such as content management, electronic records management (ERM), Business Processing Management (BPM), taxonomy and meta data. Knowledge Management (KM), Web Content Management (WCM), document management (DM) and social Media governance technology solutions and best practices. In this regard, Botswana needs information professionals are skilled in these skills and competencies.

## *PURPOSE:*

The purpose of this qualification is to produce graduates with knowledge, skills, and competence to:

- Implement strategic organization mandates concerning information management.
- Manage changes in integrative information systems during the 4IR transitions from analog to digital.
- Provide problem solving interventions for information related challenges within their industry of specialization.

## *ENTRY REQUIREMENTS (including access and inclusion)*

**Minimum Entry Requirements**

NCQF Level IV or equivalent (General Education or TVET)

**Recognition of Prior Learning (RPL)**

There shall be provision for entry through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) in line with institutional and national policies.

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| SECTION B | QUALIFICATION SPECIFICATION |
|---|---|
| **GRADUATE PROFILE (LEARNING OUTCOMES)** | **ASSESSMENT CRITERIA** |
| *3.1 Apply Information Classification systems and coding.* | *3.1.1. Identify different classification information systems* <br><br> *3.1.2. Create information classification systems* <br><br> *3.1.3. Select terminologies and vocabulary for classifying organizational information.* <br><br> *3.1.4. Evaluate information classification systems of different formats of information* |
| *3.2. Demonstrate Knowledge Management Practices, Principles and Procedures* | *3.2.1. Distinguish between data, information, and knowledge* <br><br> *3.2.2. Identify the different types of knowledge in the organization (tacit, explicit, implicit etc.)* <br><br> *3.2.3. Discuss knowledge management theories and models* <br><br> *3.2.3. Describe techniques and methods of converting tacit knowledge into explicit knowledge* <br><br> *3.2.4. Discover knowledge sharing techniques and processes* <br><br> *3.2.5. Determine various tools and technologies to store knowledge management activities an organization* |
| *3.3. Examine records management standards, practices and policies* | *3.3.1. Identify different types of records in an organisation* <br><br> *3.3.2. Discuss the various records management models in the organisation* <br><br> *3.3.3. Describe records management classification system* <br><br> *3.3.4. Design the retention &disposal policies and practices of organizational records.* |
| *3.4. Demonstrate data management practices, concepts and systems in an organisation* | *3.5.1Discover Data Protection Standards and Practices* |

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| | 3.5.2. Analyse privacy, security and confidential policies and procedures for exchange of information in the organisation |
|---|---|
| | 3.5.3. Evaluate the security and privacy of organizational information systems |
| | 3.5.4. Develop educational information materials to share with staff on confidentiality, privacy and security of information |
| 3.6. Apply Information management Laws Legislature and regulations<br><br>(Information Ethical Laws) | 3.6.1. Create information management policies in the organisation<br><br>3.6.2. Identify various laws and regulations that govern access and distribution of information<br><br>3.6.3. Assess information management laws and regulations. |
| 3.7. Demonstrate Information Marketing practices and procedures<br><br>Information Marketing Services | 3.7.1. Distinguish the marketing management principles of product, price, distribution and marketing communication<br><br>3.7.2. Identify information marketing strategies for marketing information services<br><br>3.7.3. Compare information marketing strategies<br><br>3.7.4. Create customer market segmentations<br><br>3.7.5. Evaluate information marketing strategies |
| 3.8. Demonstrate Information management theoretical framework suitable to the organization<br><br>(Information management Theories) | 3.8.1. Discuss various models, theories and standards that govern information management.<br><br>3.8.2. Critique the information management standards and theories |
| 3.9. Apply Infopreneurship skills<br><br>(Information Infopreneurship Skills | 3.9.1. Identify different information businesses<br><br>3.9.2. Develop budgets for acquiring of information resources.<br><br>3.9.3. Maintain information management financial records |

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| 3.10. Develop students in analysing, interpreting, evaluating judging the principles and techniques of scientific research methods for enquiry and presentation of data (findings). | 3.10.1. Acquire scientific methods of collecting data<br><br>3.10.2. Analyse and process data meaningful information<br><br>3.10.3. achieve independent research enquiry minds to think independently<br><br>13.10.4. Present research study findings in an academic and professional way.<br><br>3.10.5. Attain academic research ethics that promote academic honesty<br><br>3.10.6. Recognize the challenges facing information management and make recommendations |
|---|---|
| 3.11. Implement Leadership strategies and practices in managing information an organization | 3.11.1. Examine personal leadership styles using leadership theories and principles.<br><br>3.11.2. Apply personal management skills to supervise staff<br><br>3.11.3. Create effective work teams in the organisation<br><br>3.11.4. Develop strategies to motivate human resources in the organization |

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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 | Computer Appreciation and Applications | 12 | | | 12 |
| | Information entrepreneurship skills | | | 12 | 12 |
| | Academic writing | 12 | | | 12 |
| | Communication Study Skills | 12 | | | 12 |
| | Introduction to information management | | | 12 | 12 |
| | Emotional Intelligence | | 12 | | 12 |
| | Introduction Business Management | 12 | | | 12 |
| | TOTAL CREDITS | | | | 84 |
| CORE COMPONENT Subjects/Courses/ Modules/Units | Information And Records Management | | 12 | | 12 |
| | Information And Knowledge Management | | 12 | | 12 |
| | Marketing Information Services | | | 12 | 12 |

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| Module | | | | |
|---|---|---|---|---|
| Database Management | | 12 | | 12 |
| Informatics'(Emerging Technologies Contemporary) | | | 12 | 12 |
| Information Management Laws | | | 12 | 12 |
| Electronic Records Management | | | 12 | 12 |
| Organizing Information | | | 12 | 12 |
| Entrepreneurship Development | | 12 | | 12 |
| Research Project | | | 12 | 20 |
| Information Research Methods | | | 12 | 12 |
| Strategic Information Management | | | 12 | 12 |
| Industrial Attachment | | | 12 | 20 |
| Information Retrieval Techniques | | | 12 | 12 |
| Business Analytics | | | 12 | 12 |
| Information Security Management | | | 12 | 12 |
| E-business systems (E-commerce) | | | 12 | 12 |
| Information Disaster Recovery | | | 12 | 12 |

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| | | | | | |
|---|---|---|---|---|---|
| | Business Records Management | | | 12 | 12 |
| | Business Information Systems | | | 12 | 12 |
| | Enterprise systems Architecture and design (systems, design, Analysis and development) | | | 12 | 12 |
| | Information and Society | | | 12 | 12 |
| | IT Management (Management And Decision Making Support Systems). | | | 12 | 12 |
| | IT Project Management | | | 12 | 12 |
| | **TOTAL CREDITS** | | | | **300** |
| **ELECTIVE/ OPTIONAL COMPONENT** *Subjects/Courses/ Modules/Units* **8 Modules** | Leadership | 12 | | | 12 |
| | Competitive Intelligence 1 | 12 | | | 12 |
| | Information Literacy | 12 | | | 12 |
| | Personal Information Management | | | 12 | 12 |
| | Network And Telecommunication Systems | | | 12 | 12 |
| | Knowledge Economy | 12 | | | 12 |
| | Health Information Management | 12 | | | 12 |

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|  | Change Management |  |  | 12 | 12 |
|---|---|---|---|---|---|
|  | Managing Teams | 12 |  |  | 12 |
|  | Competitive Intelligence 2 |  |  | 12 | 12 |
|  | Document Management |  |  | 12 | 12 |
|  | Data Management |  |  | 12 | 12 |
|  | Business Law |  |  | 12 | 12 |
|  | Digital Preservation Technologies |  |  | 12 | 12 |
|  | Content Management |  |  | 12 | 12 |
|  | Multimedia Technologies |  |  | 12 | 12 |
|  | Digital Media Marketing |  |  | 12 | 12 |
|  | IT Management (Social/Ethical aspects of IT). |  |  | 12 | 12 |
|  | Vital Records and Disaster Planning |  | 12 |  | 12 |
|  | **TOTAL CREDITS** |  |  |  | **96** |

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| SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL ||
|---|---|
| **TOTAL CREDITS PER NCQF LEVEL** ||
| *NCQF Level* | *Credit Value* |
| *5* | *120* |
| *6* | *72* |
| *7* | *288* |
| **TOTAL CREDITS** | *480* |

**Rules of Combination:**

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

To achieve this qualification graduates should have completed 480 credits which comprises fundamental, core and elective components as follows:

1. Fundamental Component (84 credits)

2. Core Component (300 credits)

3. Elective Component (96 credits)

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## ASSESSMENT ARRANGEMENTS

**Formative Assessment**

All assessments, formative and summative, leading/contributing to the award of credits or a qualification should be in accordance with the prescribed by BQA guidelines.

**Formative assessment**

Formative assessment or continuous assessment contributing towards the award of credits should be based on course outcomes. The contribution of formative assessment to the final grade shall be **60%.**

**Summative assessment**

The final examination for each course contributes **40%** of the final mark for that course.

## MODERATION ARRANGEMENTS

**Internal Moderation**

- Internal moderators to be engaged will be BQA accredited subject specialists in relevant fields with relevant industry experience and academic qualifications.
- Internal moderation shall be done in accordance with applicable policies and regulations.

**External Moderation**

- External moderators to be engaged will be subject specialists in relevant fields with relevant industry experience and academic qualifications.

External moderation shall be done in accordance with applicable policies and regulations.

## RECOGNITION OF PRIOR LEARNING

There shall be provision for award of the qualification through Recognition of Prior Learning (RPL) in accordance with institutional Policies in line with the National RPL Policy.

## CREDIT ACCUMULATION AND TRANSFER

Candidates may submit evidence of credits accumulated in related qualification to be considered for the qualification they are applying for.

## PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

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## LEARNING PATHWAYS

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

Potential Graduates of this qualification are destined to pursue:

• Bachelor's degree in information management systems

• Bachelor's degree in business information management

• Bachelor's degree in Records and Archives Management

• Bachelor's degree in library and Information Science

• Bachelor's degree in data and information Management


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

• Post Graduate Certificate in Information Management

• Post Graduate Diploma in Information Management

• Master's in information management

• Master's in business information systems

• Master's in library and Information Science


## EMPLOYMENT ARTICULATION

Upon completion of this qualification graduates will be able to work in the following positions:

- Information Analysts
- Archivist
- Database Analyst
- Knowledge Managers
- Information Brokers
- Librarian Resource Coordinators
- Archivist
- Records Managers

## *QUALIFICATION AWARD AND CERTIFICATION*

**Minimum standards of achievement for the award of the qualification:**

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A candidate is required to achieve the stipulated a total of **480 credits** to be awarded the qualification. The Candidate should pass all the **Fundamental, Core, and 8 Elective** modules.

### Certification

A **Bachelor's in information management** will be awarded to a Candidate upon completion of the qualification in accordance with applicable policies. A certificate and transcript will be issued at award.

## REGIONAL AND INTERNATIONAL COMPARABILITY

### Regional Comparability

Similarities

BA information management is rarely offered in the SADC REGION. As such, Major of institutions in Regional do not offer BA information Management. However,

Regionally it has been compared with MANCOSA (SA) and university of Johannesburg (SA) but there is difference in the Qualification Title. BA and BCOM though the title is different the area some similarities in the content e.g.: knowledge management, business management, database management and others. MANCOSA (SA) and University of Johannesburg (SA) offer this degree qualification at level 7 they also offer semester courses.

Differences

The qualification is offered in distance learning mode (MANCOSA) and University of Johannesburg offers on full time mode, while this qualification will be offered part and full-time basis. Major differences are also shown on the Comparability Matrix.

### International Comparability (University of Copenhagen)

Similarities

Internationally the qualification has been compared with University of Copenhagen in Denmark which offers BA Information Management. As such the qualification title is the same and there are some similarities in Content e.g., communication studies, business studies, attachment (internship), research project.

Differences

Duration of the qualification is 3 years on full time basis while this qualification is offered in 4 years full and part time. Total number of credits at Copenhagen is 180 credits which is less than 360 credits required by BQA at level 7. The course modules have been awarded 12 credits as compared to 7.5 offered by Copenhagen. Electives courses may be done outside the university provided the governing body has authorised that.

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### REVIEW PERIOD

The qualification shall be reviewed every five (5) years.

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