

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

SECTION A: QUALIFICATION DETAILS														
<b>QUALIFICATION DEVELOPER (S)</b>		ABM University College												
<b>TITLE</b>	Diploma in Information Management										<b>NCQF LEVEL</b>	6		
<b>FIELD</b>	Information and Communication Technology			<b>SUB-FIELD</b>		Information Technology				<b>CREDIT VALUE</b>	362			
New Qualification						√		Review of Existing Qualification						
<b>SUB-FRAMEWORK</b>		General Education					TVET					Higher Education		√
<b>QUALIFICATION TYPE</b>	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													
<p><b>RATIONALE:</b></p> <p>Information, as we know it today, includes both electronic and physical information. The organizational structure must be capable of managing this information throughout the information life cycle regardless of source or format (data, paper documents, electronic documents, audio, social business, video, etc.) for delivery through multiple channels that may include various electronic hardware devices and means such as, cell phones and web interfaces. Given these criteria, we can then say that the focus of (IM) is the ability of organizations to capture, manage, preserve, store and deliver the right information to the right people at the right time. Information management environment comprised of legacy information related fields in line of business applications, enterprise content management (ECM), electronic management (ERM), business process management (BPM), data management (DM), knowledge management (KM), document management (DM) and social Media governance technology solutions and best practices. According to Wikipedia, Information management (IM) is the collection and management of information from one or more sources and the distribution of that information to one or more audiences. This sometimes involves those</p>													

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who have a stake in, or a right to that information. Management means the organization of and control over the structure, processing, and delivery of information.

We are living in the information society where information-based occupations have been on the rise, as information society demands work force that can use divergence of information management fields and information technologies as a tool to increase productivity, creativity, and innovation. This involves identifying reliable sources of information, managing, and accessing them, selecting the requisite information, synthesizing, and communicating it effectively. To search, locate and use such information is only possible if one could use the available information access tools. Therefore, the need for this qualification came about following a research study conducted in 2017, to ascertain the demand for the qualification across the country as a viable course in the job market. According to the survey several information related courses such as library science, records management, archives management, information systems and knowledge management are among the highly needed courses by the participants, precipitated by the need to upgrade their qualifications from certificate level and to match the current demands of the information management profession. The findings reveal that Information Management was among the list of qualifications highly on demand in the job market both at (diploma and degree levels). Furthermore, according to the Botswana Vision 2036, pillar no: 1, Sustainable Economic Development, postulates that the country's economy will be efficient, vibrant, innovative and knowledge based. The need for professional hybrid knowledge managers becomes central to help the education system to achieve this transformation. Information management is a concept that means different things to different people. It is extremely context based and application specific.

#### **PURPOSE:**

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

- Execute administrative competencies in the procurement, dissemination, and storage of information.
- Implement the codification and indexing of all information across organizational units.
- Instill the importance of information integrity for an organization and communicate it to various organizational stakeholders.

#### **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.

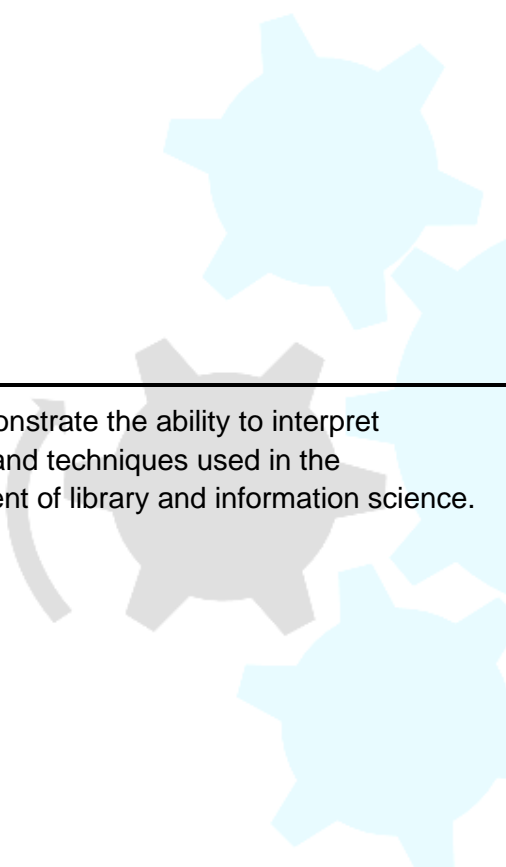
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<b>SECTION B QUALIFICATION SPECIFICATION</b>	
<b>GRADUATE PROFILE (LEARNING OUTCOMES)</b>	<b>ASSESSMENT CRITERIA</b>
<p>3.1 Demonstrate the capacity to articulate the basic principles and theories of information management discipline.</p> 	<p>3.1.1 Interpret and apply various models and principles of information management systems.</p> <p>3.1.2 Articulate the information management system from a business perspective.</p> <p>3.1.3 Apply an integrated approach to digital information applications/systems.</p> <p>3.1.4 Interpret the dimensions of information and communication technologies within the context of information management.</p> <p>3.1.5 Integrate the business management functions with ICT to enhance the management and retrieval of information.</p> <p>3.1.6 Utilize contemporary approaches to information management.</p>
<p>3.2 Demonstrate knowledge of the information technology environment of an organization.</p>	<p>3.2.1 Administer and maintain information technology automated tasks in an organization to enforce information management compliance.</p> <p>3.2.2 Participate in infrastructure and systems development projects.</p> <p>3.2.3 Implement different information management systems (ERMS/EDMS)</p> <p>3.2.4 Utilize technology to communicate and support staff effectively.</p> <p>3.2.5 Identify and Interpret basic principles of information technology systems.</p> <p>3.2.6 Maintain information systems that capture, store and distribute information management resources to required recipients.</p>


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	3.2.7 Analyse information from multiple sources to determine accuracy of information requirements and deliverables.
3.3 Implement specialized knowledge of information management processes and systems. 	3.3.1 Maintain information resources in one or more settings including: business records, archives, library collections, statistical data and metadata, corporate intranet. 3.3.2 Apply various methods and techniques of organizing and managing information resources for easy retrieval. 3.3.3 Apply effective operational procedures in information management resources. 3.3.4 Evaluate and interpret strategies of knowledge and information management. 3.3.5 Exploit strategic information required for developing business opportunities and information business strategy. 3.3.6 Maximize the utilization of business information delivery in support of organizational knowledge management. 3.3.7 Interpret different methods of information organization and retrieval. 3.3.8 Implement appropriate use of database tools and techniques in the field of information management.
3.4.1 Demonstrate ability to apply knowledge management practices, principles, and procedures.	3.4.1 Evaluate and interpret strategies of knowledge society and information management. 3.4.2 Identify the different types of knowledge in the organization. 3.4.3 Utilize the various tools and technologies of storing knowledge activities in an organization. 3.4.4 Create knowledge of how to provide and manage knowledge in the organizations to ensure effective and efficient service delivery.

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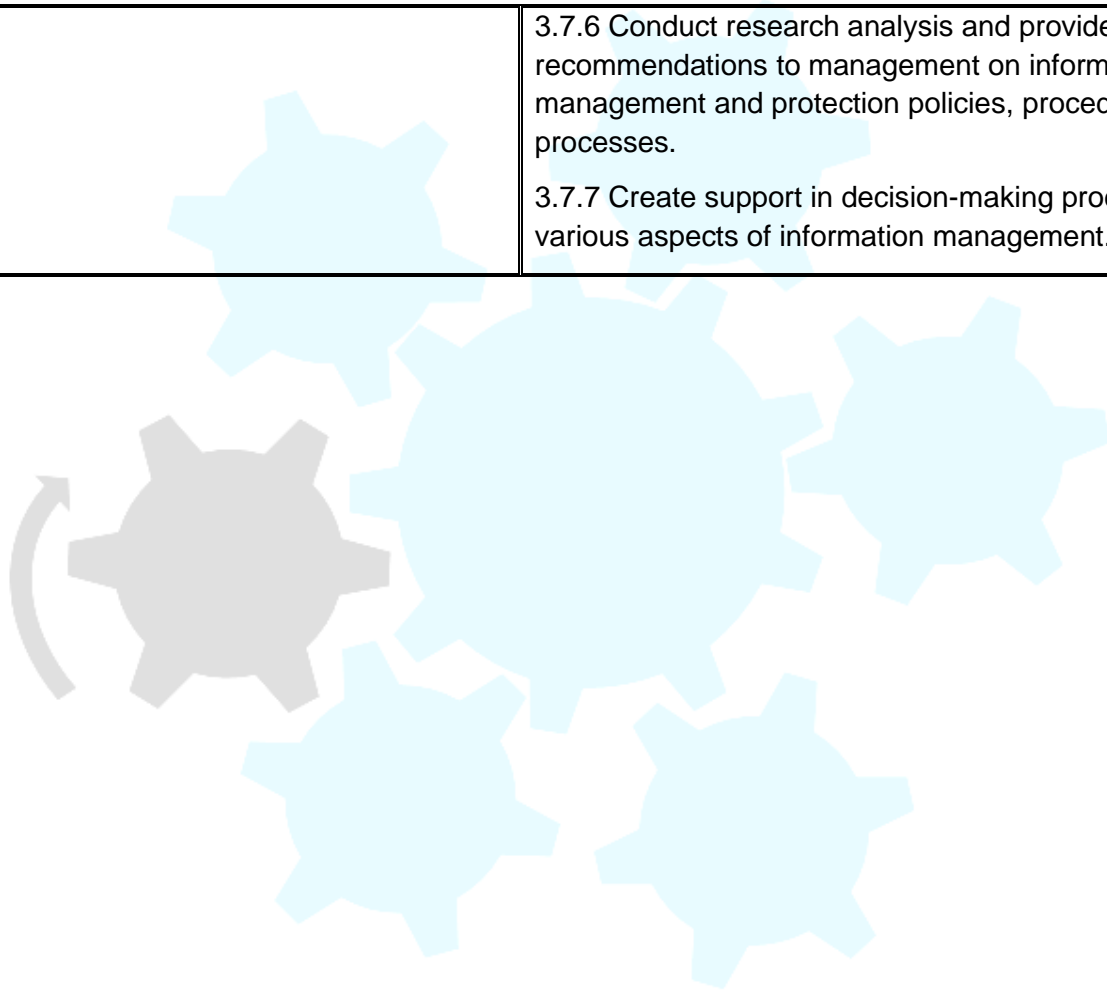
		<p>3.4.5 Establish, identify, store and use knowledge required from both print and digital media scattered all over the world.</p> <p>3.4.6 Interpret and implement knowledge management strategy of an organization.</p> <p>3.4.7 Provide support for highly confidential departmental management reports, discussion papers,</p> <p>3.4.8 Process guides and other formal documentation in various information management and protection subject areas for management and executive review</p>
	<p>3.5.1 Demonstrate the ability to interpret principles and techniques used in the management of library and information science.</p>	<p>3.5.1 Identify and describe information user groups, information needs, information seeking behavior and factors influencing information use.</p> <p>3.5.2 Organize and manage various information sources.</p> <p>3.5.3 Utilize various information methods, tools, and systems for managing all kinds of records of an organization for solving day-to-day problems.</p> <p>3.5.4 Identify effective means of managing knowledge in different segments of the organization.</p> <p>3.5.5 Recognize the ethical use of creating knowledge and information among the users.</p> <p>3.5.6 Apply methods and tools used for accessing, searching, and retrieving information from various prints and non- prints sources.</p> <p>3.5.7 Participates in planning, designing and administration of information management programs.</p> <p>3.5.8 Administer information management policies and procedures for creation, maintenance, integrity, retention, security, and preservation of records.</p>
	<p>3.6 Implement records management processes and systems throughout the organization.</p>	<p>3.6.1 Regulate the creation, maintenance, use and disposal of records for efficient business practices and compliance.</p>

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	<p>3.6.2 Design and interpret elements of a records management programme.</p> <p>3.6.3 Facilitate the implementation of the records filing classification systems.</p> <p>3.6.4 Maintain, secure and care of records in accordance with appropriate records management procedures (Security of information).</p> <p>3.6.5 Determine which records will be created, gathered and maintained periodically for regulatory purposes.</p> <p>3.6.6 Facilitate the application of the retention &amp; disposal policies and practices of organizational records.</p> <p>3.6.7 Ensure the utilization and interpretation of the methods and techniques of Enterprise Resource Management Suite (ERMS).</p> <p>3.6.8 Practice methodologies of conservation and preservation of archival records.</p> <p>3.6.9 Implement archival tools and techniques of archives management and archives administration.</p> <p>3.6.10 Conduct risk assessments related to information resource management to ensure that potential liabilities are addressed.</p>
	<p>3.7 Equip learners with the ability to interpret and make independent judgment using scientific methods of inquiry and data analysis.</p> <p>3.7.1 Apply research skills in the field of information management.</p> <p>3.7.2 Provide advisory and consultative services to staff and management on various aspects of information management.</p> <p>3.7.3 Engage on research projects on policies and legislations that promote effective management of organizational information resources.</p> <p>3.7.4 Identify and articulate current issues and challenges in the field of information management.</p> <p>3.7.5 Undertake research analysis study and make professional presentation of the research findings.</p>

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	<p>3.7.6 Conduct research analysis and provide recommendations to management on information management and protection policies, procedures, and processes.</p> <p>3.7.7 Create support in decision-making process in various aspects of information management.</p>
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 <b>BOTSWANA</b> Qualifications Authority	<b>BQA NCQF QUALIFICATION TEMPLATE</b>	Document No.	DNCQF.QIDD.GD02
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<b>SECTION C</b>		<b>QUALIFICATION STRUCTURE</b>			
<b>COMPONENT</b>	<b>TITLE</b>	<b>Credits Per Relevant NCQF Level</b>			<b>Total</b> <b>(Per Subject/</b> <b>Course/</b> <b>Module/</b> <b>Units)</b>
		<b>Level [5]</b>	<b>Level [6]</b>	<b>Level [7]</b>	
<b>FUNDAMENTAL COMPONENT</b> <i>Subjects/ Courses/ Modules/Units</i>	Emotional Intelligence	12			12
	Academic Writing	12			12
	Computer Appreciation and Applications	12			12
	Introduction to Business Management	12			12
	Information Management System		12		12
	Communication and Study Skills	12			12
<b>CORE COMPONENT</b> <i>Subjects/Courses/ Modules/Units</i>	Records and Information Management		12		12
	Database Systems			12	12
	Knowledge-based Information Systems.		12		12
	Digital Records Management		12		12



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	Information Research Methodologies		12		12
	E-business Systems(E-Commerce)			12	12
	Networking and Telecommunications Systems		12		12
	Digital Preservation Technologies		12		12
	System Development Research Project		26		26
	Digital Library and Information Systems		12		12
	Digital Archiving		12		12
	Enterprise Systems Architecture and Design (System Design, Analysis and Development)			12	12
	Technology and Communication Systems			12	12
	Principles of Technology Entrepreneurship		12		12
	Legal Aspects of IT		12		12
	Digital Media Marketing		12		12
	Information Systems Leadership and Communication		12		12

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	Digital Transformation and Innovation			<b>12</b>	<b>12</b>
<b>ELECTIVE/ OPTIONAL COMPONENT</b>  <i>Subjects/Courses/ Modules/Units (Select 5)</i>	Business Analytics			<b>12</b>	<b>12</b>
	Social Informatics- Emerging Technologies		<b>12</b>		<b>12</b>
	Digital Platform and Architecture		<b>12</b>		<b>12</b>
	Enterprise and Web Content Management		<b>12</b>		<b>12</b>
	Business Information Systems			<b>12</b>	<b>12</b>
	Information Management Laws		<b>12</b>		<b>12</b>
	Information Security Management		<b>12</b>		<b>12</b>
	IT Projects Management			<b>12</b>	<b>12</b>
	Multimedia Technologies			<b>12</b>	<b>12</b>
	Networking Fundamentals		<b>12</b>		<b>12</b>
	Computing in Information systems (Software Applications)			<b>12</b>	<b>12</b>

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<b>SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL</b>	
<b>TOTAL CREDITS PER NCQF LEVEL</b>	
<b>NCQF Level</b>	<b>Credit Value</b>
<b>5</b>	<b>60</b>
<b>6</b>	<b>254</b>
<b>7</b>	<b>48</b>
<b>TOTAL CREDITS</b>	<b>362</b>
<b>Rules of Combination:</b> <b>(Please Indicate combinations for the different constituent components of the qualification)</b>	
<b>To achieve this qualification graduates should have completed 362 credits which comprises fundamental, and core components as follows:</b> <ol style="list-style-type: none"> <li><b>1. Fundamental Component 72 credits</b></li> <li><b>2. Core Component 230 credits</b></li> <li><b>3. Elective Component 60 credits</b></li> </ol>	

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## **ASSESSMENT ARRANGEMENTS**

### **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 in order to be considered for the qualification they are applying for.

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## **PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)**

### **LEARNING PATHWAYS**

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

- Diploma in Information Management Systems
- Diploma in Computer Studies
- Diploma in Data management
- Diploma in Database Management
- Diploma in Business Information Systems
- Diploma in Information Systems

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

- Bachelor's Degree in information management systems
- Bachelor's Degree in business information management
- Bachelor's degree in Knowledge 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

### **EMPLOYMENT PATHWAYS**

On successful completion of this qualification the holder may be absorbed in the job market as:

- Database Administrators
- Data Center Officers
- Systems Administration Assistants
- Document Controllers
- Documentation Officers
- Hybrid Information Officers
- Library Officers
- Knowledge Officers
- Records Officers
- Information Officers
- Archives Officers
- Careers Information Officers

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## QUALIFICATION AWARD AND CERTIFICATION

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

For a Candidate to achieve this qualification they must have acquired a minimum of **362** credits. The Candidate should pass all the **Fundamental, Core, and 5 Elective** modules.

### Certification

A **Diploma 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

### The Proposed Qualification Competitive Edge

Benchmarking has been done against qualifications offered by reputable entities within the region and beyond to compare and contrast the scope and level of qualification offered by them, with regards to graduate profiling, scope and depth of content, Methods and Delivery to ascertain regional and international comparability and articulation of the proposed qualification. The competitive edge of the newly proposed qualification is well grounded on the background of emerging technologies, entrepreneurship skills and online enterprising skills which are combined with power of the knowledge-based society concept used to harness the leverages of managing information for competitive edge or advantage. The qualification therefore has added strong modules relating to the management of business information resources, such as management of business records and archives, management of business information and strong focus in doing business through the utilization of emerging technologies, hence more emphasis in the management of business records to facilitate the entrepreneurship skills and service delivery.

### Programme, Content and Structure

The main purpose of all qualifications is to gain or develop knowledge and skills of learners and to build professional development, career path by equipping learners with competencies to prepare them to enter the job market as information management specialists. The different specialists' modules are also incorporated in all qualification to broaden the field and enable further study areas of particular area of relevance.

The key feature for all qualifications is the common similarity from the benchmarking exercise is that all courses have fundamentals, core modules and few electives. The fundamentals all communicate the need for good communication and academic writing skills as a prerequisite to presenting their work. Study skills are critical to all qualifications and common to all since they have all incorporated the study skills and communication modules. The same applies to the core modules which contained specialized modules in the relevant

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information science field such records management, knowledge management, archives management, library and information science, document management systems.

The core modules also address a similar area of specialty in the sense that all courses are classified at a professional level since they prepare learners or graduates who are ready to enter the job market or industry as information specialist. All institutions recognize the importance of exposing learners through research-based module component and practical means.

It is therefore compulsory for all courses to include the research modules and industrial attachments and field work. Each core module an equivalent minimum of academic 15 credits and based on the international credit accumulation transfer policies. However, our proposed qualification has extended its depth of the ICT component to include Business Information Management component to widen the scope of the computer application to sector to business information application systems to fit in the enterprising sector, The undergraduates are therefore prepared to even enrol for the graduate field after finishing their diploma.

#### Main Exit Outcomes

According to the benchmarking exercise, all the qualification developed learning outcomes that are focusing on ensuring that learners are equipped with broader spectrum on principles, competencies, skills, knowledge, comprehension, application in information and communication technologies that will enable them to either specialize in any area of information management related field so that they can compete and fit anywhere in the global village. They are therefore well grounded not only in the field of information management but and can fit in any of the information science specialty especially when continuing to the graduate level. All qualifications have common basis for making the learners to enrol at a graduate level in the information management science direct entrance. Specifically, they all enable learners to analysis, interpret and evaluate critically, and the ability to substantiate their viewpoint's regarding the theoretical framework and assumptions within the framework of information management science. Another critical rule is to ensure that no student will qualify for the research without passing all core courses. Finally, the qualifications also are equipped with the critical thinking and reasoning modules.

#### Assessment Strategies

All qualifications have adopted similar assessment techniques in the form of formative assessment and summative assessment and moderation strategies respectively such as pre and post moderation methods of marking and setting of examination through assessment committees and examination boards. Common strategies such as offering face to face learning systems, independence research study, assignments and tests, reflections and discussions, presentations, tutoring, examinations and field work assessment, supplementary exams or resit.

Internationally University of Technology-Malaysia,

UNISA and University of London are offering similar qualification, UNISA offers Diploma in Information Science, while University of London offers Information Management for Business and University Technology-

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Malaysia. The content covered and the duration of the qualification is easily comparable with other similar qualifications.

The outcomes of this process are highlighted below.

<b>INSTITUTION</b>	<b>UNISA</b>	<b>UNIVERSITY OF LONDON</b>	<b>UNIVERSITY OF TECHNOLOGY-MALASIA</b>
<b>QUALIFICATION NAME</b>	Advanced Certificate in Records Management	Diploma in Information Studies-	The Higher Certificate in Information Technology is a one year programme
<b>FIELD OF STUDY</b>	Information Science Course	Information Science	Information and Communication Technology
<b>MODE OF STUDY</b>	Fulltime /Distance Learning	Online Distance Learning	Full time
<b>DURATION OF STUDY</b>	1-3 years part-time and full time	2-3 years	Duration: 1 year

<b>ENTRY LEVEL</b>	Higher National Certificate-NQF level 3 qualification. Appropriate further education and training certificate or equivalent	IGCSE with practical experience in the relevant field. Exceptions are considered based on experience and merit.	IGCSE – with exceptions considered on merits and work experience.
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<b>NUMBER OF MODULES/CREDITS</b>	Consists of 12 modules per year and a maximum of 24 modules to graduate. Maximum NQF level-6 Total Credits- 24	Not known	<ul style="list-style-type: none"> <li>• Computer Hardware and Architecture</li> <li>• Web Development</li> <li>• Essential Business Mathematics</li> <li>• End User Computing</li> <li>• Business Communication</li> <li>• Introduction to Information Systems</li> <li>• Introduction to Programming</li> <li>• Networking Fundamentals</li> </ul>	
<b>COMMON COURSES OFFERED</b>	Information science, knowledge management, information economy age, organizing and managing information, online retrieval systems, information management systems business studies, content management, local language, ICT,			
<b>REVIEW PERIOD</b>				
The qualification shall be reviewed every five (5) years.				