

RECORDS MANAGEMENT ISSUES



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Introduction

Records management problems rarely announce themselves; they surface as a missing contract, a failed audit, or a file nobody can locate. The Records Management Issues Training Course gives records officers, administrators, and compliance staff the diagnostic skills to find these problems and resolve them. Participants learn to identify gaps in filing systems, retention rules, and document control, and to fix the causes rather than the symptoms. Furthermore, the course covers compliance failures, digital migration risks, and confidentiality breaches. In addition, it addresses staff behaviour and governance weaknesses that undermine records quality. As a result, teams gain practical remedies that make records reliable, retrievable, and defensible.

Records Management Issues Course Objectives

- Diagnose common failures in filing, classification, and retrieval systems.
- Apply ISO 15489 records management principles to problem analysis.
- Identify gaps in retention and disposal schedules against legal requirements.
- Assess risks in paper-to-digital migration and legacy system dependency.
- Investigate document control failures including missing versions and approvals.
- Apply root cause analysis to recurring records management problems.
- Address confidentiality breaches and access control weaknesses.
- Evaluate staff compliance and records awareness gaps.
- Build corrective action plans with owners, timelines, and measures.
- Audit records systems and report findings to management.

Course Methodology

- Instructor-led sessions built around real records management problems.
- Diagnostic exercises using sample filing systems and audit findings.

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- Case studies on compliance failures, lost records, and data breaches.
- Group workshops applying root cause analysis to case scenarios.
- Practical exercises in drafting corrective action and retention plans.
- Continuous knowledge checks and a final applied remediation project.

Who Should Take This Course

- Records and document control officers.
- Administrative and office supervisors managing records.
- Compliance and audit staff reviewing record keeping.
- Information governance and data protection coordinators.
- Archivists handling legacy and hybrid collections.
- IT staff supporting records and document systems.

Records Management Issues Course Outlines

Day 1: Diagnosing Records Management Problems

- The records lifecycle and where failures typically occur.
- Common symptoms: misfiling, duplication, and lost documents.
- ISO 15489 principles as a diagnostic framework.
- Conducting a records system health check.
- Interviewing staff to uncover process gaps.
- Prioritising problems by risk and business impact.
- Workshop: running a records diagnostic on a sample system.

Day 2: Filing, Classification, and Retrieval Failures





- Weak classification schemes and inconsistent file plans.
- Naming convention breakdown and version confusion.
- Indexing gaps and poor search performance.
- Duplicate records and uncontrolled copies.
- Physical and digital filing inconsistencies.
- Fixing retrieval problems with taxonomy redesign.
- Workshop: correcting a broken classification structure.

Day 3: Retention, Disposal, and Compliance Issues

- Missing or outdated retention schedules.
- Legal holds and premature destruction risks.
- Audit findings and non-compliance patterns.
- Regulatory requirements and evidence obligations.
- Managing legacy records with unclear status.
- Building a compliant retention and disposal plan.
- Workshop: closing retention compliance gaps.

Day 4: Digitisation, Migration, and Security Problems

- Risks in paper-to-digital migration projects.
- Data loss during system transfers and format changes.
- Backup failures and integrity verification gaps.
- Access control weaknesses and unauthorised disclosure.
- Confidentiality breaches and incident response.
- Personal data protection issues in stored records.
- Workshop: assessing migration and security risks.



Day 5: Root Cause Analysis and Corrective Action

- Root cause analysis techniques for records failures.
- Distinguishing process, technology, and behaviour causes.
- Designing corrective and preventive action plans.
- Training and awareness remedies for staff gaps.
- Measuring improvement with records quality KPIs.
- Reporting remediation progress to management.
- Workshop: presenting a records remediation plan.

Conclusion

By successfully completing the Records Management Issues Training Course, participants will have acquired the knowledge to diagnose failures in filing, retention, document control, and security, and to trace them back to their real causes. They will also gain the ability to design corrective action plans that hold up under audit scrutiny. Furthermore, the course prepares teams to prevent recurrence through stronger governance and staff awareness. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready problem solving.

FAQs

Q1 What is the "Records Management Issues" course about?



It is a practical programme on identifying and fixing problems in organisational records systems. It covers filing and classification failures, retention and compliance gaps, digitisation and migration risks, security and confidentiality breaches, root cause analysis, and corrective action planning.

Q2 What are the key benefits of the "Records Management Issues" course?

Participants gain the ability to spot records problems before they become audit findings or lost information. The course reduces compliance risk, improves retrieval accuracy, strengthens protection of confidential records, and gives management a structured way to fix recurring issues instead of repeating the same mistakes.

Q3 What skills will I gain from the "Records Management Issues" course?

Diagnosing filing, classification and retrieval failures; assessing retention and compliance gaps; evaluating digitisation, migration and security risks; and applying root cause analysis and corrective action planning.

Q4 What tools, methods, or standards are covered in the "Records Management Issues" course?

The course covers ISO 15489 records management principles, records system health checks, retention and disposal schedules, legal hold procedures, audit checklists, root cause analysis techniques such as the five whys and fishbone diagrams, access control reviews, and records quality KPIs.



Q5 How is the "Records Management Issues" course applied in real-world practice?

Graduates apply it by auditing their filing and retention systems, correcting broken classification structures, and remediating legacy records with unclear status. They also review access controls, respond to confidentiality incidents, and present corrective action plans with owners and timelines to management.