



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Public Sector Records Management System Operation And Maintenance Training

Business, Commerce and Management Studies / Public Administration

Unit Standard 113961 · NQF Level 3 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips participants with the practical skills to operate and maintain a public sector records management system in compliance with South African legislative frameworks. It covers system functionalities, data integrity, and routine maintenance procedures to ensure efficient and secure records management.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	113961
Accreditation	SAQA Accredited · NQF Level 3 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Operate a public sector records management system to capture, store, retrieve, and dispose of records in accordance with organizational policies and legislative requirements.
- Perform routine maintenance tasks on the records management system, including backups, updates, and error resolution.
- Apply security protocols to ensure the confidentiality, integrity, and availability of records within the system.
- Demonstrate compliance with the National Archives and Records Service of South Africa Act and related regulations.
- Analyze system logs and reports to identify and resolve operational issues.
- Implement user access controls and permissions to safeguard sensitive information.

WHO SHOULD ATTEND

- Records managers, registry clerks, and administrative personnel in South African public sector organizations responsible for the day-to-day operation and maintenance of electronic records management systems.

COURSE OUTLINE

Day 1: Foundations of Public Sector Records Management

- Overview of the South African public sector records management legislative framework (e.g., National Archives and Records Service Act, Promotion of Access to Information Act).
- Key components of a records management system: policies, procedures, and infrastructure.
- Records life cycle: creation, maintenance, use, and disposal.
- Classification systems: subject-based, numerical, alphanumeric.
- Filing systems: centralised vs. decentralised.
- Introduction to file plans and indexing.
- Roles and responsibilities: records manager, registry clerk, and user.
- Ethics and confidentiality in records handling.

Day 2: Operation and Maintenance Procedures

- Receiving and registering records: logging, date-stamping, and assigning reference numbers.
- Distribution and routing procedures.
- Filing techniques: physical and electronic file creation.
- Retrieval processes: request handling and charge-out systems.
- Tracking records movement: registers, barcodes, and electronic tracking.
- Maintenance tasks: file audits, weeding, and re-filing.
- Security measures: access control, storage conditions, and disaster prevention.
- Troubleshooting common issues: misfiling, lost records, and backlog management.

Day 3: Disposal, Archiving, and System Evaluation

- Retention schedules: determining retention periods and disposal actions.
- Disposal methods: destruction, transfer, or permanent preservation.
- Archival procedures: preparing records for transfer, packing, and documentation.
- System evaluation: auditing file plans, tracking accuracy, and user feedback.
- Performance metrics: turnaround time, retrieval success rate, and error rates.
- Continuous improvement: identifying bottlenecks and implementing changes.
- Reporting: compliance reports, incident reports, and management summaries.
- Recap of course and assessment preparation.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius
12 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
17 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 113961) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za