ISO 15489 Records Management and Governance Training Course



26 - 30 Oct 2026

Cape town

4600 € (Per Person)

Ref: #ISO9349_278770

Course Introduction / Overview:

This course provides a comprehensive framework for managing organizational records and implementing robust information governance based on the international standard ISO 15489. In today's data-driven world, effective records management is not merely an administrative task but a critical component of corporate governance, risk management, and legal compliance. This program delves into the principles and practices that enable organizations to control the creation, receipt, maintenance, use, and disposition of records, regardless of format or media. As highlighted by the renowned academic Julie McLeod in her work "Managing Records: A Handbook of Principles and Practice", a systematic approach is essential for ensuring authenticity, reliability, and integrity of information assets. Participants will explore the complete lifecycle of records, from creation to secure disposal, learning to develop policies and procedures that align with ISO 15489. BIG BEN Training Center has designed this course to be intensely practical, equipping professionals with the skills to build and audit a compliant records management system, thereby reducing operational risks, supporting decision-making, and safeguarding corporate memory. This training moves beyond theory to provide actionable strategies for navigating the complexities of both physical and digital information environments.

Target Audience / This training course is suitable for:

- Records Managers and Officers.
- Information Governance Professionals.
- Compliance and Risk Managers.
- IT Managers and System Administrators.
- Archivists and Document Controllers.
- Legal Counsel and Paralegals.
- Quality Assurance Managers.
- Senior Administrative Staff.
- Project Managers responsible for information systems.
- Internal and External Auditors.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Pharmaceutical.
- Government Agencies and Public Sector Bodies.
- Energy, Oil, and Gas.
- Legal and Professional Services.
- Engineering and Construction.
- Telecommunications and Technology.
- Education and Research Institutions.
- Manufacturing and Industrial sectors.

Target Organizations Departments:

- Legal and Compliance Department.
- Information Technology (IT) and Information Security.
- Records and Information Management (RIM) Department.
- Administration and Operations.
- Internal Audit and Risk Management.
- Human Resources.
- Finance and Accounting.
- Quality Management.
- Corporate Governance Office.

Course Offerings:

By the end of this course, the participants will have able to:

- Interpret the principles and requirements of the ISO 15489 standard.
- Develop and implement a strategic information governance framework.
- Design and apply a business classification scheme for records.
- Create and manage comprehensive records retention and disposal schedules.
- Establish controls for managing both physical and electronic records effectively.
- Conduct risk assessments and audits of records management programs.
- Ensure legal and regulatory compliance for organizational information assets.
- Manage the lifecycle of records from creation to final disposition.
- Champion a culture of compliant records management within the organization.
- Select and oversee the implementation of an Electronic Document and Records Management System (EDRMS).

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. This course moves beyond traditional lectures to foster a deep, practical understanding of records management and information governance. We utilize a blended learning approach that combines expert-led presentations with dynamic group discussions, allowing participants to share experiences and solve common challenges. A significant portion of the course is dedicated to hands-on workshops and practical exercises, where attendees will work on developing key documents like a records retention policy or a classification scheme. Real-world case studies from various industries will be analyzed to illustrate the successful application of ISO 15489 principles, as well as the consequences of non-compliance. Team-based activities and problem-solving sessions encourage collaborative learning and critical thinking. Participants will receive continuous feedback from the instructor and peers, ensuring they can confidently apply the learned concepts back in their own workplace. The learning environment is structured to be supportive, engaging, and focused on building tangible skills.

Course Agenda (Course Units):

Unit One: Foundations of Records Management and ISO 15489

- Introduction to Records and Information Management (RIM).
- The strategic importance of records management in corporate governance.
- Overview of the ISO 15489 standard (Part 1 and Part 2).
- Key principles: authenticity, reliability, integrity, and usability.
- Benefits of implementing an ISO 15489 compliant program.
- The relationship between records management, data management, and information governance.
- Identifying stakeholders and defining roles and responsibilities.

Unit Two: Designing a Compliant Records Management Framework

- Developing a records management policy and procedures.
- Conducting a records inventory and analysis.
- Designing a business classification scheme.
- Creating metadata standards for records management.
- Establishing a records retention and disposition schedule.
- Integrating the framework with business processes.
- Securing senior management buy-in and support.

Unit Three: Managing Records Throughout Their Lifecycle

- Processes for capturing records into the system.
- Managing active and inactive records.
- Storage and handling requirements for physical records.
- Strategies for managing electronic records, including email and social media.
- Implementing secure and documented disposition processes.
- Protecting vital records for business continuity.
- Tracking and auditing record access and movement.

Unit Four: Information Governance, Compliance, and Security

- The legal and regulatory environment for records management.
- Connecting ISO 15489 with privacy regulations like GDPR.
- Conducting risk assessments for information assets.
- Implementing access controls and security measures.
- Preparing for and managing e-discovery requests.
- Auditing the records management program for compliance and effectiveness.
- Reporting on program performance to leadership.

Unit Five: Advanced Topics and Practical Implementation

- Managing digital transformation and born-digital records.
- Evaluating and implementing an Electronic Document and Records Management System (EDRMS).
- Applying change management principles for user adoption.
- Training and awareness programs for staff.
- Measuring the ROI of a records management program.
- Future trends in information governance and technology.
- Final project: Developing a roadmap for ISO 15489 implementation.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As digital transformation accelerates the creation of unstructured data, how can the foundational principles of ISO 15489 be adapted to ensure effective governance over emerging technologies like AI and blockchain?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing on the practical, strategic implementation of ISO 15489 rather than offering a purely theoretical overview. While many programs may cover the standard's clauses, our curriculum is built around actionable frameworks and real-world application. We bridge the gap between understanding the standard and building a compliant, efficient records management system from the ground up. The content is enriched with case studies that explore both successes and failures in information governance, providing participants with invaluable lessons in risk mitigation and strategic planning. Unlike software-specific training that locks you into one vendor's solution, this course provides universal principles and methodologies applicable to any technological environment, whether it involves physical records, existing digital systems, or a future EDRMS implementation. The emphasis is on developing critical thinking and problem-solving skills, enabling participants to design bespoke solutions that fit their organization's unique regulatory landscape, culture, and operational needs. Our expert instructors guide attendees through complex scenarios, ensuring they leave not just with knowledge, but with the confidence to lead and execute information governance initiatives.