# Records and Documented Information Compliance Training Course

28 March – 1 April 2027
Toronto

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**Ref:** 1229_190816 **Date:** 28 March – 1 April 2027 **Location:** Toronto **Fees:** 12000 Euro

## Overview

Records and Documented Information Compliance Training Course is a one-week advanced course for records managers, information-governance leaders, compliance professionals, legal operations teams, privacy specialists, archivists, and internal auditors who leave with a Records Compliance Control File. The course addresses fragmented classification, retention, legal holds, metadata, access, and disposition through a governed records lifecycle. Participants define requirements, design controls, test repositories, and assemble evidence. Agile Leaders Training Center presents records compliance as a measurable management system.

## Who Should Attend

- Records and information-governance functions responsible for policies, classification, retention, and disposition
- Compliance and legal-operations functions responsible for obligations, holds, investigations, and defensible evidence
- Privacy and information-security functions responsible for access, minimisation, protection, and authorised use
- Audit and assurance functions responsible for testing records controls and tracing business evidence
- Archive and repository functions responsible for capture, metadata, preservation, retrieval, and transfer
- Business process owners responsible for creating and maintaining reliable records of decisions and transactions

The course assumes participants already create, govern, operate, or assure records processes and leaves out introductory filing, jurisdiction-specific legal advice, and software-product administration.

## Departments and Industries

The course supports records and information compliance across:

- Records, information governance, compliance, legal operations, privacy, security, audit, and archives
- Financial services, healthcare, energy, technology, and telecommunications organisations
- Manufacturing, construction, logistics, transport, and professional services
- Education, public-interest, nonprofit, research, and cultural institutions
- Quality, procurement, projects, human resources, finance, and corporate-secretariat functions

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## Learning Objectives

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

- Apply records requirements to business processes
- Build a classification and metadata control model
- Analyze retention, disposition, and legal-hold decisions
- Use authenticity, reliability, integrity, and usability tests
- Evaluate repositories, access, and audit trails
- Build compliance monitoring and corrective-action evidence

## Course Agenda

### Day 1: Records Governance and Requirements

- Records, Documents, Data, and Evidence Distinctions
- Business Context and Interested-Party Requirements
- Records Policy, Objectives, and Governance Scope
- Roles, Authorities, and Process Ownership
- Records Compliance Risk and Control Register

### Day 2: Classification, Capture and Metadata

- Business Classification Scheme Design
- Records Creation and Capture Requirements
- Metadata Elements, Context, and Relationships
- Authenticity, Reliability, Integrity, and Usability
- Digital, Physical, and Hybrid Record Controls

### Day 3: Retention, Disposition and Holds

- Retention Requirement and Schedule Method
- Trigger Events and Retention Calculation
- Disposition Review and Authorisation
- Legal Hold Identification and Suspension Controls
- Defensible Destruction and Transfer Evidence

### Day 4: Access, Repositories and Traceability

- Access Classification and Permission Design
- Privacy, Security, and Information-Minimisation Interfaces
- Repository Configuration and Migration Controls
- Version, Change, Audit-Trail, and Fixity Evidence
- Search, Retrieval, Export, and Continuity Tests

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## Day 5: Assurance and Improvement

- Records Control Test and Sampling Plan
- Metadata and Retention Compliance Review
- Exception, Incident, and Root-Cause Analysis
- Performance Indicators and Management Review
- Capstone Exercise: Records Compliance Control File

## Practical Exercises

The course uses suggested activities to practise defensible records decisions:

- Suggested activity: map business activities to records requirements, owners, controls, and evidence
- Suggested activity: classify sample records and design metadata for context, identity, access, and retention
- Suggested activity: resolve conflicting retention, legal-hold, privacy, and disposition requirements
- Suggested activity: test a digital repository and present control gaps, evidence, and corrective actions

## FAQs

### Who does records and information compliance training suit, and what does it assume?

Records and information compliance training suits experienced records, governance, compliance, legal operations, privacy, security, archive, audit, and process functions and assumes responsibility for creating, controlling, retaining, retrieving, or assuring business records.

### How does records compliance training differ from general document management training?

Records compliance training focuses on business evidence, requirements, authenticity, retention, holds, disposition, accountability, testing, and defensibility, while general document management training often focuses on collaboration, storage, versioning, workflow, and retrieval.

### What makes a record authoritative and reliable?

An authoritative record preserves evidence of its business action through controlled content, context, structure, metadata, identity, capture, access, protection, change history, and continued authenticity, reliability, integrity, and usability.

### How should a records retention schedule be controlled?

A records retention schedule should link record classes to documented requirements, owners, trigger events, retention periods, disposal actions, approvals, hold overrides, review dates, and evidence of authorised destruction or transfer.

## What evidence supports records compliance assurance?

Records compliance assurance uses policies, role assignments, classification schemes, metadata rules, retention schedules, hold registers, access logs, repository tests, disposition approvals, training records, monitoring results, exceptions, incidents, and corrective-action closure evidence.

## Conclusion

Participants take back a Records Compliance Control File containing a requirements map, classification scheme, metadata model, retention schedule, hold workflow, repository test, assurance plan, and corrective-action tracker. The file connects business activities with reliable evidence and accountable lifecycle decisions. It helps teams control capture, access, retention, disposition, traceability, and compliance improvement across physical and digital environments.