



DOCUMENTATION MANAGEMENT (DM01)

Course Objectives:

Keeping track of documents as they move from individual to individual across different departments and organisations is a complex task. Ensuring that the latest, applicable documents are in use and that outdated documents are removed from the workplace presents problems and challenges for the organisation.

This course is specifically designed to cover aspects such as filing, indexing, document control, distribution and recall, storage and archiving. Learners are exposed to different types of documents and how each of these should be handled, from draft stage through to archiving. Media other than paper is also addressed. Practical exercises include indexing and filing of documents, distribution of documents, the recall of outdated documents, and the distribution of updated documents. Excludes “Registries”.

Who Should Attend:

- Documentation Clerks
- Administrative Staff
- Registry Clerks
- Filing Clerks
- Secretaries
- Anyone involved with the control and distribution of documents

Additional Information:

- Course duration: 2 days
- A one hour examination questionnaire contains questions based on theoretical aspects and a practical test
- The required pass mark for the exam is 70%
- All learners successfully passing the examination will be awarded a certificate accordingly