

2009 Training Programme

ARMS

Archives and Records
Management Services

9th March, 2009

Rationale of training outline

It was determined that Archives and Records Management Services required a more focused and strategic plan for training in both recordkeeping and privacy/FOI compliance. This was needed for high-level staff as well as operational-level staff. The outline and calendar have been designed to show where ARMS intends to direct resources in terms of training in these areas and indicative time frames for this training to be undertaken.

The training sessions

The sessions have been developed with University employees as the focus. Thus, the training is highly tailored to meet the requirements of University staff in their day-to-day work. The training is driven by the outcomes, all of which are met in each session, with feedback forms to ensure that the staff feel comfortable with the material presented. Staff are also given the opportunity to request additional training on any issue presented in the training session.

The time-frame

The calendar has been attached to give indicative time-frames of the training for the calendar year 2009. The timing of sessions are driven by the requirements of Faculties, which are traditionally busy in February to March and July to August. Thus, training is generally best planned for the periods immediately after these periods. It should be understood that while these periods may not have any scheduled training, training of University staff is undertaken on a daily basis, in both group and one-on-one sessions in both recordkeeping and privacy/FOI.

Assessment of the training outline

This outline will be assessed at two times in the year. The first assessment, 22 June, is intended to assess the indicative time-frames and re-adjust if required. The final training plan assessment, 11 December, is intended to assess the training plan as a whole. This assessment will also determine the effectiveness of training rationales and outcomes, examining broad trends in training not on this training scope to determine if more training should be planned for 2010.

Records Online Training

Rationale

All University staff are required to use the official University recordkeeping system, Records Online (ROL) to capture their business transactions (corporate information). This requirement is set down in the NSW State Records Act 1998. University staff are not always aware of how the definition of business transactions relates to them and are sometimes unsure how to use Records Online. Archives and Records Management Services (ARMS) undertake to ensure that all University staff have access to the tools necessary to meet their recordkeeping requirements under the act. Archives and Records Management Services also undertake to ensure that all staff feel confident in their use and will dedicate time to ensure that all staff are trained to use the system in the correct and most effective manner. This training includes a practical training session. ARMS also aim to roll-out ROL to new user groups in a managed, effective manner. To this end, the roll-out process is managed by a project officer, so that all groups have a single point of contact to co-ordinate the process of registering, developing naming conventions (where required) and training, which includes floor help once the system goes 'live.' However, RMS will also undertake to train any individual who wishes to use ROL not as part of a roll-out.

Groups to be targeted

All University staff create business transactions. Certain groups, however, deal with particularly critical documents to the University. Consequently, the groups who will be targeted this year for specialised ROL training include:

- Members of staff who create administrative files as part of the 'Student Experience;'
- Members of staff who work with student files in the Faculty offices, particularly to capture email correspondence;
- Members of staff who work with bequest files;
- Members of staff who work in Faculty of Medicine Clinical Schools;
- Senior University management;
- New University staff members;
- Existing University staff members who require refresher training;
- Other members of staff who request training.

Outcomes of the training

At the end of a training session, participants will be able to:

- Define a business transaction in their daily work;
- Use ROL to create files;
- Use ROL to capture any of their business transactions;
- Use the ROL email add-in to capture any email correspondence;
- Understand FOI and privacy impacts on their day-to-day work;
- Understand why business transactions need to be kept.

Privacy and Freedom of Information Training

Rationale

The University acknowledges its obligations under the NSW *Privacy and Personal Information Protection Act 1998* and the NSW *Health Records and Information Privacy Act 2002* and, accordingly, under the University of Sydney Privacy Management Plan (August, 2007). Training will therefore be provided to all staff on their responsibilities with regards to privacy and the FOI process. The training provided to staff is tailored to meet the needs of staff working at the University and, in the training of Faculty staff who deal with student files and other administrative files associated with the 'Student Experience,' specifically designed to meet the needs of students' personal information.

Groups to be targeted

All University staff are exposed to personal information to different degrees. However, certain groups are exposed to greater levels, particularly staff who work in Faculty offices, including staff who deal with administrative files dealing associated with the 'Student Experience.' Consequently, the groups who will be targeted this year for specialised privacy training include:

- Members of staff who deal with the Students at Risk process, as well as other administrative files;
- Members of staff who work in Faculty offices;
- Members of staff who work with University of Sydney donor information;
- Other members of staff who request training.

Outcomes of the training

At the end of a training session, participants will be able to:

- Define personal information and give examples of the types of personal information they come into contact with on a regular basis;
- List reasons for the need to comply with the NSW Personal Information and Privacy Protection Act 1998, NSW Health Records and Information Privacy Act 2002 and NSW Freedom of Information Act 1998;
- Explain what to do if an individual makes a request to see personal information;
- Understand what rights an individual has as staff or students to see any personal information held by the University.

January

Monday	Tuesday	Wednesday	Thursday	Friday
5				
12		Faculty of Science refresher		
19		Faculty of Med training		
26		Faculty of Econ/Bus. training		

February

Monday	Tuesday	Wednesday	Thursday	Friday
2	Orientation Day			
9				
16				
23				

March

Monday	Tuesday	Wednesday	Thursday	Friday
2	Orientation Day			
9				
16				
23		Email management, privacy and FOI		

April

Monday	Tuesday	Wednesday	Thursday	Friday
6	Orientation Day	Faculty of Law refresher		
13				
20				
27		Northern Clinical School refresher		

May

Monday	Tuesday	Wednesday	Thursday	Friday
4	Orientation Day	Email management, privacy and FOI		
11		Faculty of Med refresher		
18		CIS buildings refresher	CIS buildings refresher	
25		Central Clinical School refresher		

June

Monday	Tuesday	Wednesday	Thursday	Friday
1	Orientation Day	Faculty of Econ/ Bus. refresher		
8				
15		New faculty staff ROL session	New faculty staff ROL session	
22				Assessment of training plan
29		Western Clinical School refresher		

July

Monday	Tuesday	Wednesday	Thursday	Friday
6	Orientation Day	Faculty of Ag. refresher		
13				
20		Bequest Faculty staff refresher		
27 Faculty managers ROL refresher				

August

Monday	Tuesday	Wednesday	Thursday	Friday
3	Orientation Day	Faculty of Engin. refresher		
10				
17				
24				Senior University staff privacy session

September

Monday	Tuesday	Wednesday	Thursday	Friday
7	Orientation Day	Faculty of Nursing refresher		
14				
21		Email management, privacy and FOI		
28				Faculty managers privacy refresher

October

Monday	Tuesday	Wednesday	Thursday	Friday
5	Orientation Day	SCA refresher		
12				
19		Faculty of Science refresher		
26				

November

Monday	Tuesday	Wednesday	Thursday	Friday
2	Orientation Day	Conservatorium of music refresher		
9				
16		New faculty staff ROL session	New faculty staff ROL session	
23				
30				

December

Monday	Tuesday	Wednesday	Thursday	Friday
7	Orientation Day			Assessment of training plan
14				
21				
28				