	BQA NCQF QUALIFICATION TEMPLATE	Document No.	DNCQF.P02.GD01
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		Effective Date	27.01.2021


SECTION A: QUALIFICATION DETAILS													
QUALIFICATION DEVELOPER (S)		Cathedral Commercial School											
TITLE	Certificate V in Records and Archives Management										NCQF LEVEL	5	
FIELD	Business, Commerce, and Management Studies			SUB-FIELD		Records and Archives Management				CREDIT VALUE	132		
New Qualification						✓		Review of Existing Qualification					
SUB-FRAMEWORK		General Education					TVET		✓		Higher Education		
QUALIFICATION TYPE	Certificate	I	II	III	IV	V	✓	Diploma		Bachelor			
	Bachelor Honours			Post Graduate Certificate						Post Graduate Diploma			
	Masters							Doctorate/ PhD					

RATIONALE AND PURPOSE OF THE QUALIFICATION

RATIONALE:

Records management is an essential skill in an organization where past records are kept for future references to also refer to when needed. For example, receipts, past transactions, and accident report forms are to be kept in an organization for at least a period of three years in case they may be required by other stakeholders or tracing past transactions. It's important to have individuals with relevant knowledge in managing records in organizations and relevant methods of archiving the information for future reference. There is a need for individuals with expertise in managing records within busy institutions. This need has been outlined in the Education and Training Sector Strategic Plan (ETSSP) 2012-2020

The hospital setting may be one area that requires someone with skills in records and archives management, every other organization that uses intensive information that may be required for archiving may require one with skills in the field. The need to develop an intellectual property is explained in the Human Resource Development Strategy (HRDS).

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The qualification is designed to breed a new level of personnel with an understanding of how to best manage and archive essential company transactions and records that may be used for future reference.

In Botswana, the HRDC Human Resources Sector Plan there is a need to train Managers, Supervisors, and Entrepreneurs that can drive economies at Global, National, and Individual entities. The Records and Archives qualification will equip any individual with knowledge of global trends to meet the HRDC sector demands for intellectual property.

The Health Sector Plan and the National Development Plan 11 (NDP 11 April 2017 – March 2023) (page 196), refutes the element of unemployment that usually leads to poverty and eventually puts pressure on the government to provide medication to citizens. With skills developed in this qualification, learners will be able to be employable locally and internationally meeting the NDP 11 requirement.

PURPOSE:


The purpose of this qualification is to produce graduates with the broad technical knowledge, skills, and competences to:

- Communicate in a variety of ways in the provision of Records and Archives support services.
- Use mathematics and mathematical thinking to solve everyday problems for the Records and Archives profession.
- Manage archival materials and records.
- Provide routine frontline customer services for archives and records.
- Administer routine Records and Archives support services.


ENTRY REQUIREMENTS (including access and inclusion)

Minimum entry requirements:


- Certificate IV, NCQF level 4 (GE or TVET) or equivalent.
- Applicants who do not meet the above criteria but possess relevant industry experience may be considered through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) policies for access. This consideration will be done following the guidelines of the ETP which are aligned with BQA/ National policies.

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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
LO 1. Demonstrate broad technical knowledge of business communication etiquette	1. 1. Write effective and concise letters and memos for internal and external communication. 1.2. Prepare reports detailing an analysis of an event that transpired within the organization and offer recommendations. 1.3. Participate in meetings and conduct proper techniques in telephone usage 1.4. Summarize personal achievements and skills in appropriate formats for future employers or academic institutions 1.5. Prepare and deliver an oral presentation utilizing electronic software 1.6. Realize the impact of language usage on applying business etiquette to a variety of professional situations 1.7. Recognize the importance of cultural differences and how they affect communication in a business environment.
LO 2. Apply technical skills in filing and archiving management and techniques.	2.1. Develop coding systems for filing purposes. 2.2. Retrieve archived documents with ease. 2.3. Generate information and reports for internal and external use. 2.4. Use filing management techniques works. 2.5. Management records in accordance to set international standards 2.6. Play a pivotal role in retrieving company records when required
LO 3. Apply broad technical skills of customer care in Archive and Management environment.	3.1. Resolve customer service problems. 3.2. Maintain a positive, empathetic, and professional

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	<p>attitude toward customers always.</p> <p>3.3. Respond promptly to customer inquiries.</p> <p>3.4. Communicate with customers through various channels.</p> <p>3.5. Ensure customer satisfaction and provide professional customer support.</p>
LO 4. Adherence to set standard codes of Archive and Records Management.	<p>4.1. Manage records in accordance to set international standards.</p> <p>4.2. Retrieve company records when required.</p> <p>4.3. Develop a system that any individual can follow without difficulties.</p>

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total Credits
		Level [4]	Level [5]	Level [6]	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	Business Communication	12			12
	Principles of Business Management and Administration	12			12
	Computer and study skills		16		16
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>	Modern Office Practice and Management		18		18
	Introduction to Library and Information Studies			20	20
	Electronic records management		15		15
	Introduction to Records Management		15		15
	Introduction to Archives		15		15
ELECTIVE/ OPTIONAL COMPONENT <i>Subjects/Courses/ Modules/Units</i>					

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
Level 4	24
Level 5	88
Level 6	20
TOTAL CREDITS	132
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
<p>The qualification has 3 fundamental modules 2 at level 4 with 1 at level 5. Core modules range between levels 5 and 6, 4 modules at level 5 and 1 at level 6.</p> <p>Level 4 consists of 2 modules with 24 credits</p> <p>Level 5 consists of 5 modules with 88 credits</p> <p>Level 6 consists of 1 module with 20 credits</p>	

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ASSESSMENT ARRANGEMENTS

Formative assessment

Formative assessment or continuous assessment to constitute 60%.

Summative assessment

Summative assessment to constitute 40%.

Overall combined assessment totals 100%.

Assessment shall be carried out by BQA registered and accredited assessors.

MODERATION ARRANGEMENTS

Internal Moderation:

Pre-moderation is done by relevant internal structures. Quality assurance of the assessment instruments is conducted prior to administration.

External Moderation:

There will also be external moderation. Moderators must be BQA registered and accredited.

RECOGNITION OF PRIOR LEARNING

There shall be an award of the qualification using Institutional RPL Policy in line with the National RPL Policy.

CREDIT ACCUMULATION AND TRANSFER

There shall be access and award of credits of the qualification using the Institutional Credit Accumulation and Transfer (CAT) Policy in line with the National CAT Policy.


PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal articulation:

Certificate V Information and library management

Certificate V Library and information studies

Certificate V Business Administration

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Vertical Articulation:

- Diploma in Records and Archives Management
- Diploma information and library management
- Diploma in library and information studies

Employment Pathways:

Upon successful completion of this qualification, learners have a great chance of securing employment typically in positions such as;

- Librarian
- Records manager
- Business Administrators

QUALIFICATION AWARD AND CERTIFICATION

Qualification award:

To graduate from this qualification graduates should have fulfilled all the requirements of the qualification and acquired a total of 132 credits.


Certification:

Upon successful completion of the qualification, a Certificate V in Archives and Records Management at NCQF level 5 will be awarded as well as an official transcript.

REGIONAL AND INTERNATIONAL COMPARABILITY

Establishing the international comparability and the suitability of the qualification and its component is vital in the development of the qualification. Two qualifications were identified as representative of a few schools of thought in tertiary education in Records and Archives Management: University of South Africa; Higher Certificate in Archives and Records Management and the University of Liverpool: Certificate in Professional Studies: Archives and Records Management. These were placed on a matrix with the Botswana initiative, to compare content and depth as best as possible. During the comparison, two main aspects on which to base the comparisons were isolated:

- The number of qualifications in which a subject/aspect was represented, as an indication of the significance or importance of the aspect to be included in Records and Archives Management programs at this level of qualification.
- The number of subjects/aspects represented in a qualification as an indication of how well that

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qualification covers the breadth of possible aspects in the field of Records and Archives Management. The SAQA Qualification submitted by the University of South Africa (UNISA) is at NQF Level 5 with a total of 120 credits. The one offered at the University of Liverpool has a duration of two years and a total of 60 credits and has most of the subjects offered at the University of South Africa. The University of Liverpool courses are well aligned to the competencies contained in the proposed qualification and that of UNISA.

REVIEW PERIOD

Every five (5) years.