

AFRICAN COLLEGE OF COMMERCE

P.O. BOX 301 KABALE – UGANDA



**THE CURRICULUM FOR THE
CERTIFICATE IN
RECORDS MANAGEMENT (CRM)**

**THE STRUCTURE, REGULATIONS
AND SYLLABUS**

YEAR 2014

VISION

**To be a leading Institution in Business, Technical
and Vocational Training in Africa**

MISSION

**To establish a competence - based training
that equips the learners with skills
relevant to employment and economic growth**

CORE VALUES

- 1. Competence based training for competent and skilled graduates;**
- 2. Integrity based on honesty and ethics;**
- 3. Hard work, dedication, and achievement of results.**

CONTACT US

PHYSICAL ADDRESS

**Kekubo Cell
Kirigime Ward
Southern Division
Kabale Municipality
Kabale District
South Western Uganda
Uganda**

POSTAL ADDRESS

Post Office Box 301, Kabale – Uganda

Phone	Office	+256 200902667
	Mobile	+256 772484739
		+256 712484746

WEB ADDRESS

**Emails: acc@africancollege.ac.ug
 principal@africancollege.ac.ug
 academic@africancollege.ac.ug
 bursar@africancollege.ac.ug**

Website: www.africancollege.ac.ug

THE HISTORY OF AFRICAN COLLEGE OF COMMERCE (ACC)

African College of Commerce is an Educational Institution majoring in Business Technical and Vocational training programmes. Below is the historical background of the institution.

- 1986:** 14th April, Commissioned as a Business Education Institution.
- 1986:** June, Registered and recognised by the Ministry of Education.
- 1990:** Held the first Graduation Ceremony;
- 1992:** Introduced Computer Science Courses;
- 1994:** Granted Examinations Centre U62 by the Uganda National Examinations Board,
- 1998:** Purchased land on which to construct the Main Campus
- 2003:** Affiliated to Makerere University Business School (MUBS)
- 2004:** Shifted from rented building in Kabale town centre to Kekubo cell a kilometre away in our own buildings in an area conducive for learning
- 2005:** Received donation from the Federal Republic of Germany in form of buildings, computers, text books and Human Resource Development.
- 2006:** Established ICT Centers in Kabale and Kanungu Districts with the assistance of the Uganda Communications Commission.
- 2007:** Worn a BRONZE Medal from the Federation of Uganda Employers for being the third best employer in Uganda for the year 2006.
- 2008:** Accredited by the National Council for Higher Education as a recognized Institution of Higher learning in Uganda:
- 2010:** Re branding African College of Commerce. Introduced more Technical and Vocational programmes and short courses.
- 2011:** April 16th 2011, Celebrate Silver Jubilee **1986 to 2011**. Penetrated the Rwanda, Congo, Tanzania Burundi and Kenya
- 2012:** Transformed into a fully fledged **Polytechnic**. Engaged all the training programmes into innovation and production units for products and services. Concretised the hands on training and competence based approach.
- 2014:** Affiliating to Kyambogo University for diploma programmes and in particular the Diploma in Instructor and Technical Teacher Education DITTE, under Skilling Uganda Strategy.

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PART A: GENERAL REGULATIONS

1.0 LIST OF ACRONYMS

ACC	African College of Commerce
CRM	Certificate in Records Management
CGPA	Cumulative Grade Point Average
CH	CONTACT HOURS
CU	CREDIT UNITS
GP	Grade Point
GPA	Grade Point Average
LH	Lecture Hours
NP	Normal Progress
PH	Practical Hours
ATPs	Assessment Training Packages
ACCEB	African College of Commerce Examinations Board

2.0 TITLE:

The proposed title of the programme is the **CERTIFICATE IN RECORDS MANAGEMENT**

3.0 INTRODUCTION:

The Certificate in Records Management programme is a one year study. It aims at offering the learners with quality education through hands on instruction.

3.1 Rationale

There has been an increase in records in various organisations which has created need for special attention in their preservation and conservation, thus the need for the professions to handle them.

3.2 Target Group

The target group is the senior four leavers.

4.0 OBJECTIVE OF THE PROGRAMME

To provide foundation education and training students who are seeking to enter the profession of records, archival and information management and to equip them with sufficient skills to cater for staffing needs of registries in government and non- governmental organizations.

5.0 PROGRAMME OUTCOMES

The graduate of the Records Management programme will be able to apply the skills and knowledge in Registry circulation and technical services.

6.0 JOB TITLES FOR CRM GRADUATES

- Assistant Information officer
- Library Attendant
- Data Clerk
- Records Assistant

- Documentation Assistant

7.0 ORGANIZATIONS THAT EMPLOY CRM GRADUATES

- Libraries
- Registries
- Print media – news papers
- Non-governmental organizations
- Local governments
- Resource centres
- Archival centres
- Documentation centres
- Museums
- Hospitals

8.0 NATURE OF COURSES.

All the courses in this programme are compulsory.

9.0 ADMISSION REQUIREMENTS

The minimum entry requirement for admission to the Certificate in Records Management is

- a. Uganda Certificate of Education (UCE) with at least 3 passes in science subjects;
- b. Qualifications equivalent to Uganda Certificate of Education (UCE) as shall be determined by the National Council in consultation with the Uganda National Examinations Board;

10.0 DURATION OF THE PROGRAMME

The minimum period to complete a Certificate for records management (CRM) is one year and the maximum period is three years. Failure to complete the programme in three years, the student will be required to repeat the whole programme by forfeit the already passed courses and start the programme afresh.

11.0 MODE OF DELIVERY AND INSTRUCTIONAL STRATEGIES

Mode of delivery and instructional strategies will be by the following:

- 11.1 Lectures for theory
- 11.2 Practical work in form of Projects
- 11.3 Field work through industrial training and Study tour
- 11.4 Demonstrations.

12.0 STUDY MATERIALS AND INFRASTRUCTURE

12.1 Institutional Infrastructure

The institution will use the existing facilities on ACC Campus. The institution has sufficient infrastructure to facilitate the teaching and learning process e.g. furniture, lecture rooms, workshops, library, computer laboratories and a resource room.

12.2 Study Facilities

The Faculty of Vocational Education will use the existing study facilities on ACC Campus. The institution has sufficient study facilities to facilitate the teaching and learning process e.g. relevant materials and equipment to the programme, computers, handouts, textbooks and other materials from individual lecturers, journals and related publications, internet connectivity in the computer laboratories, library with wireless connection, audio visual materials, relevant software programme, source documents, archival records, government policy papers, Government Acts and Statutes, research and innovations by lecturers and students.

13.0 HUMAN RESOURCE

The Faculty of Vocational Education has well qualified and experienced teaching and technical staff managing the Certificate and Diploma Programmes. The academic and technical staff to support the Certificate in Records Management will be drawn from the programmes under the Faculty as listed on page 55 of this curriculum

14.0 PROGRAMME STRUCTURE

14.1 YEAR ONE SEMESTER ONE

Code	Name	LH	PH	CH	CU
CRM 1101	Records management	60	30	75	5
CRM 1102	Store keeping I	40	40	60	4
CRM 1103	Paleography & Oral History	45	30	60	4
CRM 1104	Office Practice	45	30	60	4
CRM 1105	Basic Communication Skills	40	40	60	4
CRM 1106	Computer Applications I	20	50	45	3
CRM 1107	Records Management Project I	10	130	75	5
	Total	260	350	435	29

14.2 YEAR ONE SEMESTER TWO

Code	Name	LH	PH	CH	CU
CRM 1201	Archival Management	60	30	75	5
CRM 1202	Management of Electronic Records	45	30	60	4
CRM 1203	Preservation & Conservation	30	30	45	3
CRM 1204	Reprography	30	30	45	3
CRM 1205	Legal Aspects of Records Management	40	10	45	3
CRM 1206	Computer Applications II	20	50	45	3
CRM 1207	Records Management Project II	10	130	75	5
CRM 1208	Fieldwork	10	130	75	5
	Total	245	440	465	31

15.0 PROGRAMME LOAD

To qualify for the award of a Certificate in Records management a candidate must obtain **60 CREDIT UNITS** distributed as follows:

SEMESTER I	29
SEMESTER II	31
TOTAL	60

16.0 CURRICULUM

The curriculum for Certificate in Records Management programme will be prepared by African College of Commerce Academic Board and accredited by National Council for Higher Education (NCHE).

17.0 EXAMINATION RULES AND REGULATIONS

The examination rules and regulations for a Certificate in Records management shall be set by African College of Commerce Examinations Board.

18.0 ADMISSIONS TO THE PROGRAMME

Admission into the programme will close at the end of the third full week of each semester.

19.0 PROGRESSION

Progression of a student will be classified as normal, Probational or discontinued.

19.1 Normal progress

Normal progression is when a student passes each course taken with a minimum grade point of 2.0.

19.2 Probational progress

This is a warning stage and it occurs when a student;

- (i) Fails a course unit.
- (ii) Has GPA or CGPA of less than 2.0

19.3 Stay-put

A student who fails more than a half of the total number of courses in a semester will be required to stay on that semester until the failed courses are cleared. When the GPA of a student goes up in the following semester, the probation is removed.

19.4 Retaking

A student will retake a course when it is offered next, to pass or to improve performance. A student will retake a course only three times.

19.5 Discontinuation

That a student is discontinued when he or she has:

- (i) Received three (3) consecutive probations in the same course unit.
- (ii) Received a CGPA of less than 2.0 for three consecutive probations.
- (iii) Failed to sit for final examinations without giving sufficient reasons.
- (iv) Over stayed on the programme for a period of more than three years

20.0 FINAL EXAMINATION PAPER FORMAT

20.1 YEAR ONE SEMESTER ONE

PAPER NAME AND CODE	EXAMINATION FORMAT
CRM 1101 Records Mgt CRM 1102 Store keeping CRM 1103 Paleography & oral history CRM 1104 Office practice CRM 1105 Basic Communication Skills	Each paper will consist of seven questions and the candidate will be required to answer at least five . All questions will carry equal marks. The Students will be assessed on memory, understanding, application, analysis, synthesis and evaluation. The total duration of the examination will be three hours
CRM 1106 Computer Applications 1	The paper will consist of three exercises and the candidate will be required to answer all. The total duration of the examination will be two hours.
CRM1107 Records Management Project I	The continuous assessment of the various projects in the semester will lead to the final examination paper marks. The total duration of the assessment will be within the 15 weeks of teaching. African College of Commerce will invite an external expert/examiner to assess the projects.

20.2 YEAR ONE SEMESTER TWO

PAPER NAME AND CODE	EXAMINATION FORMAT
CRM 1201 Archival Management CRM 1203 Preservation & conservation CRM 1204 Reprography CRM 1205 Legal aspects of records Mgt	Each paper will consist of seven questions and the candidate will be required to answer at least five . All questions will carry equal marks. The Students should be assessed on memory, Understanding, application, analysis, synthesis and evaluation. The total duration of the examination will be three hours
CRM 1206 Computer Applications II	The paper will consist of three exercises and the candidate will be required to answer all. The total duration of the examination will be two hours.
CRM 1202 Management of Electronic Records	The course unit will consist of paper one (theory) and paper two (practical). Paper one will consist of seven questions carrying equal marks and a candidate will be required to answer at least five questions. Paper two will consist of three practical questions and a candidate will be required to answer at least two questions. The duration of each will be three hours.
CRM1207 Records Management Project II CRM 1208 Fieldwork	The continuous assessment of the various projects in the semester will lead to the final examination paper marks. The total duration of the assessment will be within the 15 weeks of teaching. African College of Commerce will invite an external expert/examiner to assess the projects.

21.0 ASSESSMENTS AND GRADING

21.1 Theory Assessment

21.1.1	Continuous Course Work	
	21.1.1.1 Course work 1	10%
	21.1.1.2 Course work 2	10%
	21.1.1.3 Course work 3	10%
	Total	30%
21.1.2	End of Semester Examination	70%
	Total	100%

21.2 Project Work

21.2.1	Project Assessment 1	20%
21.2.2	Project Assessment 2	20%
21.2.3	Student's Personal Innovation	20%
21.2.4	Project Assessment 4	40%
	Total	100%

21.3 Field Work

21.3.1	Industrial Training	70%
21.3.1	Field Tours	30%
	Total	100%

21.4 Assessment Training Packages (ATPs)

Each student will be assigned an Assessment Training Package. This will record the student's academic progression. This will include assessment areas, grades obtained from course works, project work, field work and final examination.

21.5 Grading courses

Each course unit will be graded out of a maximum of one hundred (100) marks and assigned grade point as follows

MARKS (%)	GRADE POINTS
80-100	5.00
75-79	4.50
70-74	4.00
65-69	3.50
60-64	3.00
55-59	2.50
50-54	2.00
Below 50	0.00

The course pass mark is 50% which is Grade Point 2.0.
No credit unit will be awarded for any course in which a student fails.

21.6 Scaling

All the grades will be scaled down to 100%

22.0 AWARDS AND CLASSIFICATION

22.1 Awards

A successful candidate will be awarded the Certificate in Records Management of African College of Commerce (ACC)

22.2 Grade Point Average (GPA)

A grade point average is mark calculated to determine the final award. To arrive at a grade point average, the following steps are taken.

- a. Multiply the Grade Point by the Credit Unit to get a Weighted Score of a Course;
- b. Add together the weighted scores for all courses taken up to that time to get **total weighted score(TW)**;
- c. Add the Credit Units for each course to get the **Total Credit Units (TCUs)**;
- d. Divide the total weighed scores by the total number of credit units taken up to that time to get **grade point average (GPA). $TWs/TCUs =GPA$.**

The letter grades shall be used for Grade Point Averages (GPAs) as follows:

A	B+	B	C	D
5	4	3	2	1

22.3 Cumulative Grade Point Average (CGPA)

This is determined by dividing total accumulated weighted scores (TWs) by the total accumulated credit units (TCUs) up to a particular time.

22.4 Classification of Final Awards

CLASS	FINAL CGPA	LETTER GRADE
First Class	4.4 – 5.0	A
Second Class Upper Division	4.0 – 4.3	B+
Second Class Lower Division	3.0 – 3.9	B
Pass	2.0 – 2.9	C
Fail	1 - 1.9	D

PART B: DETAILED SYLLABUS

23.0 YEAR ONE SEMESTER ONE

23.1 RECORDS MANAGEMENT

COURSE CODE CRM 1101

CREDIT UNITS 05

CONTACT HOURS 75

COURSE DESCRIPTION

This course introduces the learner to key concepts used in records management, records media, and dangers of records, different record centers as well as the principles of records management

LEARNING OUT COMES

By the end of this course, a learner should be able to conserve and preserve records safely

OBJECTIVES OF THE COURSE

By the end of this course, the learner shall be able to:

1. Understand the meaning of key concepts used in records management activities.
2. Acquire knowledge and skills in managing different types of information, in particular records centre, archives and documentation centre.
3. Provide sufficient skills to cater for staffing needs of the registries at government ministries, Institutions, non- governmental and private organizations in and outside Uganda.

COURSE CONTENT

CHAPTER ONE

1.0 Introduction

- 1.1 Definitions of key concepts - records, records management
- 1.2 Records found in different places.
 - 1.2.1 Families,
 - 1.2.2 Academic institutions.
- 1.3 Characteristics of records.
 - 1.3.1 Authenticity,
 - 1.3.2 Reliability,
 - 1.3.3 Integrity
 - 1.3.4 Usability.
- 1.4 Importance of records i.e. administrative value.
- 1.5 Life cycle of records
 - 1.5.1 Creations,
 - 1.5.2 Distributions,
 - 1.5.3 Use of a record
 - 1.5.4 Disposal of a record

CHAPTER TWO

2.0 Personal records

- 2.1 Definition
- 2.2 Categories of records
 - 2.2.1 Financial records
 - 2.2.2 Personal documents
 - 2.2.3 Ownership documents
 - 2.2.4 Educational documents
 - 2.2.5 Miscellaneous documents

CHAPTER THREE

3.0 Records format

- 3.1 Microfilms i.e. advantages and disadvantages
- 3.2 Photographs
- 3.3 Paper based documents i.e. photocopying as a preservation tool
- 3.4 Digital records
- 3.5 Dangers of digital records
- 3.6 Types of records
- 3.7 Qualities of a good record

CHAPTER FOUR

4.0 Records management

- 4.1 Introduction to records management
- 4.2 Importance of records management
- 4.3 Enemies of records
 - 4.3.1 Biological agents,
 - 4.3.2 Chemical agents
 - 4.3.3 Physical agent
 - 4.3.4 Natural calamities
 - 4.3.5 Man
- 4.4 Environmental dangers of records i.e. humidity, temperature, light.
- 4.5 Principles of records management Programme

CHAPTER FIVE

5.0 Filing of records

- 5.1 Definition of filing
- 5.2 Objectives of filing
- 5.3 Methods of filing
- 5.4 Filing procedures
- 5.5 Importance of filing
- 5.6 Advantages of good filing system
- 5.7 Characteristics of good filing system
- 5.8 Types of filing
- 5.9 Filing systems
- 5.10 Advantages and disadvantages of each filing system
- 5.11 Factors influencing the choice of filing system
- 5.12 Filing equipments

CHAPTER SIX

6.0 Registries

- 6.1 Definition
- 6.2 Types of registries
- 6.3 Registry procedures

- 6.4 Functions registries
- 6.5 Advantages of registry procedures
- 6.6 Essentials of a good registry
- 6.7 Causes of break down in registry
- 6.8 Advantages and disadvantages of centralized filing

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Coulson J. (1994) .Records a management hand book. England: Gower pub Ltd.
2. Kallaus, Norman & Mina Johnson. (1992).Records management. Ohio. South western publishing co.
3. Steward, Jeffrey and males co, Nancy .(2004)
4. Professional records and information management. U.S.A: Mc Graw –Hill Inc.
5. Robek M & Stephens (2002) Information and records management.4th and U.S.A: Mc Graw-Hill Inc
6. Wallace Patricia (et al) .(1987) .Records management: Integrated information systems.2nd ed Canada: John willey & Inc
7. Saleemi, N (2001) .Office organization and practice simplified .2nd edition. kenya: N-A Salem Publisher.

23.2 STORE KEEPING I

COURSE CODE CRM 1102

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION

This course covers the fundamental principles of inventory control, inventory management measurements and techniques. The financial importance of the inventory management and control and its relationship to company financial statements will be reviewed. Students will learn the role of inventory control management in supporting the supply chain process.

LEARNING OUTCOMES

By the end of the course, the students should be to maintain accurate inventory records, calculate inventory turnover, manage excess and obsolete inventory and perform inventory analysis.

COURSE OBJECTIVES

By the end of this course, the learner shall be able to

1. Manage store materials
2. Explain internal vs. external lead time. Understand the principles of cumulative lead time
3. Explain how to avoid accumulating excess and obsolete inventory
4. Analyze how inventory control fits in the logistics organization

COURSE CONTENT

CHAPTER ONE

- 1.0 Introduction to store keeping
- 1.0 The stores function
- 1.1 Importance and purpose of the stores function
- 1.2 Responsibilities of the store's manager
- 1.3 Organization of the stores function
- 1.4 Position of the stores within the origination
- 1.5 Relationships with other organizational departments

CHAPTER TWO

- 2.0 Identification of stores materials
- 2.1 Definition
- 2.2 Coding of stores
- 2.4 Advantages and disadvantages of coding
- 2.5 Coding symbols and methods
- 2.6 Specification, standardization and bar coding

CHAPTER THREE

- 3.0 Receipt and inspection of stock
- 3.1 Receipt from outside suppliers
- 3.2 Documentation and transfer of stock
- 3.3 Returns store

- 3.4 Inspection and sampling
- 3.5 Receipt and capital items

CHAPTER FOUR

- 5.0 Issue and dispatch
- 4.1 Authorization
- 4.2 Identification of requirements
- 4.3 Timing of issues and methods of issue
- 4.4 Delivery, collection and dispatch
- 4.5 Repairs and sales of scrap

CHAPTER FIVE

- 5.0 Stock holding policy
- 5.1 Reasons for holding stock
- 5.2 Determination of stock holding policy
- 5.3 Materials requirements planning
- 5.4 Extent of stock holding
- 5.5 Rang of stock
- 5.6 Impact of stores management policy on the performance of the firm

CHAPTER SIX

- 6.0 Stores accounting
- 6.1 Value of stock
- 6.2 Basis of material costing
- 6.3 Methods of pricing issues
- 6.4 Arrangement of stores accounts
- 6.5 Stock in final accounts

CHAPTER SEVEN

- 7.0 Stock records
- 7.1 Purpose of stock records
- 7.2 Types of stock records

CHAPTER EIGHT

- 8.0 Stores operation
- 8.1 Security of stores
- 8.2 Preservation of deterioration
- 8.3 Preservation and packaging
- 8.4 Fixed and random location systems
- 8.5 Centralization and decentralization of stores

CHAPTER NINE

- 9.0 Material handling and storage
- 9.1 Importance and benefits of proper handling and storage
- 9.2 Methods of material handling

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Bailey Peter. (1997) Purchasing and supply International Thomson Publishing, Inc, London.
2. Burton J.H. (1968) Stores Accounts and Stores Control, Sir Isaac Pitman and sons. Ltd, London
3. Jessop David and Morrison Alex (1994) Storage and Supply of Materials, Pitman, London
4. Oowler L.WJ and J.L Weldon's Cost Accounting
5. wald J: Biggs's Cost Accounts: English language Book Society.
6. Zenz J.G.(1994) Purchasing and the management of materials, john Willey and sons. Inch., London

23.3 PALEOGRAPHY & ORAL HISTORY

COURSE CODE **CRM 1103**

CREDIT UNITS **04**

CONTACT HOURS **60**

COURSE DESCRIPTION

This course introduces the learner to ways how records were kept in the past so that they can appreciate the earlier attempts made by past record managers in record keeping therefore the course introduces students to oral history, oral tradition management and preservation of oral records.

LEARNING OUTCOMES

A learner should be able to understand how records were preserved in the ancient regime

OBJECTIVES OF THE COURSE

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

1. Understand historical information material.
2. Understand how records were kept.
3. Identify records media in the past.

COURSE CONTENT

CHAPTER ONE

1.0 I Introduction

- 1.1 Introduction to paleography and oral history.
- 1.2 Application of paleographic and oral history in information management
- 1.3 Nature of oral records
- 1.4 Causes for deterioration of oral records
- 1.5 Preventive measures for deterioration of oral records

CHAPTER TWO

2.0 History of writing material

- 2.1 Introduction for history of writing materials
- 2.2 Writing materials
 - 2.2.1 Clay tablets
 - 2.2.2 Papyrus
 - 2.2.3 Parchments
 - 2.2.4 Pliny
 - 2.2.5 Waxed tablets
 - 2.2.6 Silk cloth
 - 2.2.7 Leather

CHAPTER THREE

3.0 Oral history and oral tradition

- 3.1 Introduction to oral tradition
- 3.2 Types of oral traditions
 - 3.2.1 A memo rate
 - 3.2.2 Legends

- 3.2.3 Myths
- 3.2.4 Story telling
- 3.2.5 Songs and dramatic performances
- 3.2.6 Roles of oral traditions

CHAPTER FOUR

- 4.0 Interviewing for a biography
- 4.1 Definition of a biography
- 4.2 Characteristics of biography
- 4.3 How to write a biography
- 4.4 Major parts of a biography
- 4.4.1 Biography
- 4.4.2 Auto-biography
- 4.5 Examples of biography and auto –biography

CHAPTER FIVE

- 5.0 Introduction to an interview**
- 5.1 Purposes of an interview
- 5.2 Needs to do before, during and after interview
- 5.3 Typical interview questions
- 5.4 Types of interviews
- 5.5 Tools required for a successful interview

CHAPTER SIX

- 6.0 Management and preservation of oral records**
- 6.1 Introduction to management of oral records
- 6.2 Problems occurred in the process of managing oral records
- 6.3 Aspects to consider while managing oral records
- 6.4 Conservation aspects
- 6.7 Physical condition of information materials
- 6.8 Question of handling

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Keeping Archives 2nd ed. Judith Elis (editor) (1993) , Melbourne: Thorpe in association with in Australian society of archivist inc
2. Delores ,Albert 2003, the paleography of Gothic manuscript books, from 12th to the early 16th century (Cambridge studies in paleography and codicology 9)
3. Sue Bradley (Ed) (2008) The British book trade: An Oral History, London: British library.
4. Krishna Kumar (2000) Library administration
5. Bumba Jimmy, (2013) Basic principles of records management
6. Stewart Charles, (1994), records& database mgt;
7. 4th edition, New York: McGraw-hill.
8. Coulson J. (1994) .Records a management hand book. England: Gower pub ltd.
9. Kallaus, Norman &Mina Johnson. (1992).Records management. Ohio. South western publishing co.
10. Steward, Jeffrey and Males co, Nancy. (2004)Professional records and information management. U.S.A: Mc Graw –Hill Inc.
11. Robek M & Stephens (2002) Information and records management.4th and U.S.A: Mc Graw-Hill Inc
12. Wallace Patricia (et al) .(1987) .Records management: Integrated information systems.2nd Edition Canada: John Wiley & Inc
13. .Saleemi ,N (2001) office practice& organisation

23.4 OFFICE PRACTICE

COURSE CODE **CRM 1104**

CREDIT UNITS **04**

CONTACT HOURS **60**

COURSE DESCRIPTION

This course introduces the learner to office environment, equipment and organization in addition to managing office records, information and communication.

LEARNING OUTCOMES

By the end of this course, a learner should be able to understand office clerical activities and office procedures.

OBJECTIVES OF COURSE

By the end of this course, the learner should be able to:

1. Understand, identify, process and store documents commonly found in an office
2. Use of office equipment found in an a moderate office
3. Understand and appreciate the rapid growth of electronics and innovations in the office equipment.

COURSE CONTENT

CHAPTER ONE

1.0 The office

- 1.1 Definition of office
- 1.2 Office functions
- 1.3 Office staff and standards
- 1.4 Office staff duties and attitudes

CHAPTER TWO

2.0 Organization and control of office records

- 2.1 Filing
- 2.2 Types of filing
- 2.3 Methods of filing
- 2.4 Centralized and decentralized filing
- 2.5 Basic filing equipments
- 2.6 Cross Referencing, Indexing and Microfilming

CHAPTER THREE

3.0 Office equipments and materials

- 3.1 Typewriters, types and uses
- 3.2 Electronics versus electrical equipment
- 3.3 Fax
- 3.4 Computers
- 3.5 Duplicators
- 3.6 Photocopiers, calculators, office materials and stationery, types, uses and control
- 3.7 Safety and Security in the office

CHAPTER FOUR

4.0 Handling of mail

- 4.1 Classification of mail
- 4.2 The post office and postal mail services
- 4.3 The incoming and outgoing mails
- 4.4 Aids in handling mails
- 4.5 Telegraphic services

CHAPTER FIVE

5.0 Telecommunications

- 5.1 The telephone-Features and services, Telephone techniques, sending and Receiving telephone messages
- 5.2 Use of telephone directory
- 5.3 Other communication gargets
- 5.4 The switch board, types and uses

CHAPTER SIX

6.0 Reprographic methods

- 6.1 Duplicating
- 6.2 Offset litho uplifting
- 6.3 Photocopiers

CHAPTER SEVEN

7.0 The office and the public

- 7.1 The receptionist duties and responsibilities
- 7.2 Callers register
- 7.2 Taking the messages
- 7.3 Handling the visitors at reception
- 7.4 Customer care / handling

CHAPTER EIGHT

8.0 Sources of information

- 8.1 The registry and library
- 8.2 The research departments
- 8.3 A set of encyclopedia
- 8.4 Frame guides
- 8.3 The internet

CHAPTER NINE

9.0 Banking services

- 9.1 The role of commercial banks
- 9.2 Types of accounts
- 9.3 Cheques
- 9.4 Forms of advances
- 9.5 Other services performed by the Banks

CHAPTER TEN

10.0 Travel Arrangements

- 10.1 Arranging business trips
- 10.2 Procedures of acquiring travel tickets
- 10.3 Confirmations
- 10.4 Accounting for the travel

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Arora S. P. (1980) Office organization and management, Vikas Publishing house
2. Ashok K. Bagrial (1985) Secretarial practice, Vikas Publishing House PVT Ltd, London
3. Foster J. Thelma (1984) Office skills 2nd Edition, Stanley Thones (Publishers) Ltd London
4. Harrison J. (1990) Office procedures, 2nd edition, Pitman Publishing London.

23.5 BASICS COMMUNICATION SKILLS

COURSE CODE CRM 1105

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION

This course introduces students to the basics of communication especially the desirable skills that help students in the world of work. Letter writing skills are also covered in detail.

LEARNING OUTCOMES

By the end of this course, students should be able to communicate effectively to teammates and the public.

OBJECTIVES OF THE COURSE

By the end of this course the student should be able to:

1. Demonstrate the ability to communicate efficiently and effectively
2. Deal with correspondences and other writings at a supervisory level
3. Understand the meaning of communication and how it relates to other management functions.
4. Use of both verbal and non-verbal communication
5. Acquire public presentation skills
6. Acquire writing skills of business letters, memos and minutes of a meeting.

COURSE CONTENT

CHAPTER ONE

- 1.0. Grammar and vocabulary
 - 1.1. Parts of speech
 - 1.2. Tenses
 - 1.3. Simple and Compound Sentences
 - 1.4. Punctuation
 - 1.5. Direct and Indirect Speech
 - 1.6. Prefixes and suffixes
 - 1.7. Correction of grammatical errors

CHAPTER TWO

- 2.0 Comprehension
 - 2.1 Summary writing
 - 2.2 Written and oral deduction of summons from given prose passage
 - 2.3 Diction
 - 2.4 Answering questions about the passage

CHAPTER THREE

- 3.0 Introduction
 - 3.1 Meaning of communication
 - 3.2 The communication process and its elements
 - 3.3 Importance of communication
 - 3.4 Types of communication; oral, verbal and non-verbal etc.
 - 3.5 Barriers to communication
 - 3.6 Remedies to barriers of communication
 - 3.7 Principles of business communication

CHAPTER FOUR

4.0 Organizational communication

- 4.1 Introduction
- 4.2 Communication structures
- 4.3 Communication networks
- 4.4 Channels of communication
 - 4.4.1 Downward channels
 - 4.4.2 Upward channels
 - 4.4.3 Horizontal communication
 - 4.4.4 Grape vine communication
 - 4.4.5 Diagonal communication

CHAPTER FIVE

5.0 Written communication

- 5.1 Introduction
- 5.2 Advantages and disadvantages of written communication
- 5.3 Business letter writing; CV writing, Application letter writing, requisition writing, apology writing, memo writing, delegation letters, official circulars, recommendation letters and notices
 - 5.3.1 Parts of the business letter, types/formats of letters

CHAPTER SIX

6.0 Report writing

- 6.1 Definition of a report
- 6.2 Importance of reports
- 6.3 Types of reports
- 6.4 Limitations of reports in organizations and solutions

CHAPTER SEVEN

7.0 Oral communication

- 7.1 Introduction
- 7.2 Advantages and disadvantages of oral communication
- 7.3 Listening
 - 7.3.1 Meaning of listening
 - 7.3.2 Listening process
 - 7.3.3 Types of listening
 - 7.3.4 Preparation for listening
 - 7.3.5 Importance of listening
 - 7.3.6 Listening skills
 - 7.3.7 Barriers to effective listening
- 7.4 Public speaking
 - 7.4.1 Types of public speaking
 - 7.4.2 Preparation/principles
 - 7.4.3 Stage flight
- 7.5 Negotiating
- 7.6 Telephones
 - 7.6.1 How to use a telephone
 - 7.6.2 Advantages and disadvantages of telephones

CHAPTER EIGHT

8.0 Non-verbal communication

- 8.1 Meaning of non verbal communication
- 8.2 Relationship between verbal and non verbal communication
- 8.3 Importance of non verbal communication
- 8.4 Divisions of non verbal communication

- 8.4.1 Social
- 8.4.2 Physical (gestures, facial, expression, eyes etc)
- 8.4.3 Environment; room design, Buildings etc
- 8.5 Problems of non verbal communication and their suggested solutions

CHAPTER NINE

9.0 Meetings

- 9.1 Meaning of meetings and Types of meetings
- 9.3 Preparation for meetings
- 9.4 Documents and terminologies used in meetings.
- 9.5 Notices, Agenda, minutes etc
- 9.6 Roles of different personnel
- 9.7 Advantages and disadvantages of meetings
- 9.8 Committees**
- 9.9 Formation and types of committees
- 9.10 Advantages and disadvantages of committees
- 9.11 Handling committee business

CHAPTER TEN

10.0 Interviews

- 10.1 Definition of interviews
- 10.2.1 Parties involved in the interview
- 10.2.2 Roles of different parties involved in the interview
- 10.3 Methods or types of interviews

CHAPTER ELEVEN

11.0 Practical participation

- 11.1 Use of aids in:-
 - 11.1.1 Oral presentation
 - 11.1.2 Meetings
 - 11.1.3 Interviews and committee sittings

CHAPTER TWELVE

12.0 Advertising

- 12.1 Definition of advertising
- 12.2** How to design an advert
- 12.3 Modes of advertising (radio, newspapers, magazines, internet, signposts etc.)

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. G J.BWaswaBalumywa, Getting the message around
2. J.S. Chandan Management, concepts and strategies
3. Chester L. Wolford and Vanneman E. (1983) Business Communications Edward Arnold, London
4. Little P. (1996) Communication in business Pitman Publishing, London
5. Mable Komunda, Business Communication skills

23.6 COMPUTER APPLICATIONS I

Course Code CRM 1106

Credit Units 03

Contact 45 Hours

COURSE DESCRIPTION

The course introduces students to the computer applications through practical skills in information technology software to enable them compete favorably in the dynamic technology-based world.

LEARNING OUTCOMES

By the end of this course, Students should be able to use the common Microsoft Office applications of word processing, spreadsheets, graphics, presentations and databases.

OBJECTIVES

By the end of this course learners should be able to:

1. Identify the different Applications within an Office environment
2. Acquire skills in basic computer software applications and apply them in various business situations in order to facilitate the information management function.
3. Appreciate computer applications in business through hands on
4. Demonstrate the ability to use the common software applications of Microsoft Word, and Microsoft Excel
5. Produce business documents and data analysis and models applicable to business environment

COURSE CONTENT

CHAPTER ONE

- 1.1 Basic concepts and startup procedures
- 1.2 Introduction to practical computing
- 1.3 Connecting computer parts (CPU, Monitor, Mouse, Key board)
- 1.3 Windows Operating Systems Commands
- 1.4 Booting the computer
- 1.5 Using the mouse
- 1.6 Managing the user interface
- 1.7 Introduction to Windows programmes

CHAPTER TWO

- 2.0 **Word Processing** (Document production with MS word)
- 2.1 Starting Ms Word
- 2.2 Creating documents
- 2.3 Looking at and using tool bars
- 2.4 Entering data
- 2.5 texts formatting
- 2.6 page formatting
- 2.7 Document formatting
- 2.8 Creating tables
- 2.9 Sorting and filtering data (plain text and tabulated text)
- 2.10 Graphics

- 2.11 printing
- 2.12 practice assignments

CHAPTER THREE

3.0 Spreadsheets (Microsoft Excel)

- 3.1 Starting Ms Excel
- 3.2 Excel tool bars
- 3.4 Managing workbooks and worksheets
- 3.5 Entering data and its formatting
- 3.6 Performing formulae, errors and their corrections
- 3.7 Calculating using functions
- 3.8 Sorting and filtering data
- 3.9 Using Graphs
- 3.10 Printing
- 3.11 Practice assignments

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Kathy Ivens and Thomas Barich(1997), How to use Microsoft Office' 97, Ziff-Davis press
2. Whitecomb A and Brown B, Key boarding and Document production, Stanley Thornes, **Chem.: emam**
3. E.S. Waburoko(200), An introduction to information technology, Department to Distance Learning, Edsoft Computer Institute
4. Teach yourself Microsoft Excel 97 in 24 Hours by Linda Jones and Reul L. Hernandez by S: MS
5. Hernandez cy SAW Publishing
6. Keneth C. and Laudon J.P: Essentials of Management Information Systems; 3rd Edition Prentice Hall, New Jersey, 1999
7. Elliot G. and Starkings:Business Information Technology, Theory and Practice; Addison Wesley, Longman, London and New York, 1998
8. Olive and Chapman; Data Processing and Information Technology, DP Publications
9. Christopher Barnatt (1996): Management Strategy; ND Information Technology; International Thomson Business Press.

23.7 RECORDS MANAGEMENT PROJECT I

COURSE CODE	1107
CREDIT UNITS	04
CONTACT HOURS	60

PROJECT DESCRIPTION

This is to enable students to learn more practical skills. It introduces students to paper binding procedures, filing, paper cutting as well as spine labeling.

PROJECT OUTPUTS

By the end of this course the learner, shall be able to put theory into practice.

OBJECTIVES OF THE PROJECT

By the end of this course, the learner should be able to do the following.

- 1) Understand the process of records classification systems.
- 2) Bind a given portion of papers using manila papers as well as cover pages.
- 3) Identify the binding materials

PROJECT ACTIVITIES

CHAPTRE ONE

Introduction to records management proposed project

- 1.0 Classification of paper for binding.
 - 1.1 Subject classification.
 - 1.2 By alphabetical classification.
 - 1.3 By chronological classification.
 - 1.4 By numerical classification.
 - 1.1 Filing procedure.
 - 1.1 Inspection.
 - 1.2 Sorting
 - 1.3 Indexing.
 - 1.4 coding
 - 1.2 Manila cutting.
 - 1.1 Measurements.
 - 1.3 Gluing.
 - 1.4 spine balancing

CHAPTRE TWO

2.0 Stores keeping project

- 2.1 Stock taking of store materials
- 2.2 Design store stock taking cards
- 2.3 Store control cards
- 2.4 Classification of stores

CHAPTRE THREE

3.0 Fund. Of Paleography & Oral History

- 3.1 Design a local material similar to we used to preserve records in the past

CHAPTRE FOUR

Office Practice project

- 4.0 Filing procedure.
- 4.0 Inspection.
- 4.02 Sorting
- 4.03 Indexing.
- 4.04 coding

CHAPTRE FIVE

5.0 Fundamentals of communication skills

- 5.1 letter writing e.g. memo, application letter, business letter, termination letter
- 5.2 preparing minutes of the meeting following the given agenda

CHAPTER SIX

6.0 Introduction to ICT project

- 6.1 Design records base which captures all records available
- 6.2 Design computerized discharging and charging system of records / files
- 6.3 Design OPAC (online public access catalogue)
- 6.4 Catalogue record using Koha

CHAPTER SEVEN

- 7.0 Innovation:** Student's self initiated project relevant to the programme.

MODE OF DELIVERY

The mode of delivery will include; Lecture, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows:

Project Assessment 1	20%
Project Assessment 2	20%
Student's Personal Innovation	20%
Project Assessment 4	40%

Total **100%**

The marks will be converted into Grade points.

24.0 YEAR ONE SEMESTER ONE

24.1 ARCHIVAL MANAGEMENT

Course Code CRM 1201

Credit Units 05

Contact 75 Hours

COURSE DESCRIPTION

This course introduces the learner to different archival formats/materials, collection of archival building as well as what are archives.

LEARNING OUT COMES

By the of this course, the learner should be able to differentiate between archives and records, understand the value of archives in the organizations

OBJECTIVE OF THE COURSE

By the end of the course, a learner should be able to;

1. Enhance their knowledge and skills in mgt of information resources.
2. Implement the acquired skills in archives mgt.
3. Design & implement measures to improve organization performance.

COURSE CONTENT

CHAPTER ONE

1.0 Introductions

- 1.1 Definition of key concepts used in archival mgt
- 1.2 Interpretations of archives
 - 1.2.1 Archives the records
 - 1.2.2 Archives the building
 - 1.2.3 Archives the program.

CHAPTER TWO

2.0 Arrangements of archival materials

- 2.1 introduction
- 2.1 procedures to follow
- 2.2 Types of archives
- 2.3 Security & disaster planning for archives
- 2.4 Descriptions of archives
- 2.5 Grinding tools used in archives management
- 2.6 Archival appraisals
- 2.7 dangers to archival materials
- 2.8 accessioning of archives

CHAPTER FOUR

3.0 Conservation of archives

- 3.1 Introduction
- 3.2 methods of conserving archives
- 3.3 Preservation of archives
- 3.4 Causes of deterioration of archival materials

- 4.0 Design of archival building
- 4.1 Introduction
- 4.2 How the archival building should appear.
- 4.3 Collection of archival building
- 4.4 Sources of material for archival collection
- 4.5 Importance's of archives
- 4.6 Relationships between archives and records

CHAPTER FIVE

5.0 Records centre.

- 5.1 Introduction
- 5.2 What is records centre?
- 5.3 How do you use the records?
- 5.4 Who is responsible person?
- 5.5 Responsibilities of records centre.
- 5.6 An authorized person records center
- 5.7 Procedures of using the records centre
- 5.8.1 Retrievals
- 5.8.2 Pickups
- 5.8.3 Empty boxes
- 5.8.4 New in coming boxes

CHAPTER SIX

- 6.0 Guide lines for new in coming boxes.
- 6.1 Introductions.
- 6.2 Records transfer sheets
- 6.3 Back up storage & rotation.
- 6.4 Dispositions.
- 6.5 Final dispositions.
- 6.6 Final disposition policies.
- 6.7 University archives.
- 6.8 Destruction of archives.
- 6.9 File purging.
- 6.10 Permanent records.

CHAPTER SEVEN

7.0 University archives.

- 7.1 Introduction.
- 7.2 Purpose of university archives.
- 7.3 University archives transfer guide lines
- 7.4 Transfer guide lines for personal papers of faculty and staff
- 7.5 Transfer guidelines for records of students and faculty
- 7.6 Staff organization

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCE BOOKS

1. Brigham young university (2008), records management hand book.
2. Jacob Niyi Omotosho (1998) introductions to archival management.
3. Krishna Kumar (2000) Library administration
4. Bumba Jimmy, (2013) Basic principles of records management
5. Stewart Scharles, (1994), records& database mgt;
6. 4th edition, New York: McGraw-hill.
7. Coulson J. (1994) .Records a management hand book. England: Gower pub ltd.
8. Kallaus , Norman &Mina Johnson .(1992).Records management. Ohio. South western publishing co.
9. Steward, Jeffrey and Males co, Nancy. (2004)Professional records and information management. U.S.A:Mc Graw –Hill Inc.
10. Robek M&stephens (2002) Information and records management.4th and U.S.A: Mc Graw-Hill Inc
11. Wallace Patricia (et al) .(1987) .Records management: Integrated information systems.2nd ed Canada: John willey & Inc
12. Saleemi, N (2001) office practice& organisation

24.2 MANAGEMENT OF ELECTRONIC RECORDS

COURSE CODE CRM 1202

CREDIT UNITS 04

CONTACT HOURS 60

COURSE DESCRIPTION

The course introduces the learner to the types of electronic records, ways of preserving electronic records, e-mail management, electronic filing system and computer systems management.

LEARNING OUTCOMES

A learner should be able to manage computerized records and design computerized system of managing digital records.

OBJECTIVES OF THE COURSE

By the end of this course a student will be able to;

1. Understand the theoretical and practical part of managing electronic records.
2. Relate the theory and practical
3. Equip the student with necessary skills for the management of electronic records.
4. Understand the dangers of electronic records.

COURSE CONTENT

CHAPTER ONE

- 1.0 Electronic records
- 1.1. Definition of key concepts
- 1.2. Electronic records management
- 1.3. Content
- 1.4. Context
- 1.5. Electronic document
- 1.6. Electronic information system
- 1.7. Electronic records keeping system
- 1.8 Meta data
- 1.9 Migration
- 1.10. Non records material
- 1.11. Official records
- 1.12. Record series
- 1.13. Structure
- 1.14. Vital records
- 1.15. Retention schedule
- 1.16. Disposition
- 1.17. Discovery
- 1.18. Conversion
- 1.19. Access
- 1.20. Authenticity
- 1.21. The need for the management of computerized electronic records
- 1.22. Benefits of electronic records
- 1.23. Challenges of electronic records

CHAPTER TWO

2.0 Managing electronic records

- 2.1. Introduction
- 2.2. Basic steps
- 2.3. Identity records
- 2.4. Evaluate and assign retention
- 2.5. Storage and management
- 2.6. Electronic records back up
- 2.7. Records disposal
- 2.8. Final disposition
- 2.9. Permanent electronic records
- 2.10. Conversion
- 2.11. Migration

CHAPTER THREE

3.0. E-mail management

- 3.1. Introduction
- 3.2. E-mail procedures
- 3.3. Incoming E-mail
- 3.4. Outgoing E-mail
- 3.5. Legal issues in E-mail management
- 3.6. Retention of e-mail messages
- 3.7. Types of E-mails
- 3.8. E-mail storage and preservation
- 3.9. Advantages and disadvantages of E-mail

CHAPTER FOUR

- 4.0. Computer Systems
- 4.1. Introduction
- 4.2. Components of computer system
- 4.3. Functions of tasks supported by computerized records management
- 4.4. Operation system and application software

CHAPTER FIVE

5.0. Selection of hard ware

- 5.1. Factors to consider when selecting hardware
- 5.2. Organization factor
- 5.3. Management issues
- 5.4. Technical specification
- 5.5. Formats of electronic records
- 5.6. Characteristics of electronic records

CHAPTER SIX

6.0. Electronic filing system

- 6.1. Definition of electronic filing systems
- 6.2. Principles of file naming in electronic records
- 6.3. Good electronic record keeping principles
- 6.4. Trends or change in electronic records

CHAPTER SEVEN

7.0. Creating electronic records systems

- 7.1. Introduction
- 7.2. Written procedures /training

- 7.3. P.C directories and sub-directories (personal computers)
- 7.4. Names of a file conversion of PC directories and documents.

CHAPTER EIGHT

8.0. Using electronic records systems

- 8.1. Legal status
- 8.2. Authentication
- 8.3. Admission
- 8.4. Open records
- 8.5. Access to open electronic records
- 8.6. Confidentiality
- 8.7. Electronic or digital structure
- 8.8. System documentation and meta data
- 8.9. Migration
- 8.10. Selection of electronic storage media

CHAPTER NINE

9.0 Maintenance and disposition of electronic records

- 9.1. Electric media care
- 9.2. Precaution measures
- 9.3. Disposition of electronic records
- 9.4. The state archives role in preserving electronic records

CHAPTER TEN

10.0. Establishing records management Programme

10.1. Inventory

- 10.2. System approach
- 10.3. Retention of electronic records

CHAPTER ELEVEN

11.0 Security of electronic records

- 11.1. Access
- 11.2. Validation

CHAPTER TWELVE

12.0. Files management

- 12.1. Introduction
- 12.2. Why implement filing systems?
- 12.3. Reasons to improve your filing system
- 12.4. Uniform filing system
- 12.5. Advantages of using uniform filing system
- 12.6. How to convert the files to UFS

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCE

1. Terry cook.(1999) Electronic records
2. Paper minds. The resolution in information
3. Management and archives in the post custodial and post modernize era archives and manuscript
4. 22 (November 1994) 302
5. Brigham young university (2008), records management hand book
6. Bumba Jimmy (2013), Basic principles of records management& it correspondences: A good foundation to records management

24.3 PRESERVATION AND CONSERVATION

COURSE CODE: CRM 1203

CREDIT UNITS 03

CONTACT HOURS 45

COURSE DESCRIPTION

This course introduces the learner to storage and handling materials of different media

LEARNING OUT COMES

By the end of this course, a learner shall be able to preservation and conserve records from deterioration and measures prevent deterioration of records..

OBJECTIVES

By the end of this course, a student should be able to;

1. Explain the principles of preservation
2. Understand concepts used in preservation and conservation of records
3. Identify danger of records

COURSE CONTENT

CHAPTER ONE

- 1.0 Introduction
- 1.1 Definition of the concepts
- 1.2 Preservation
- 1.3 Conservation
- 1.4 Restoration
- 1.5 Examination
- 1.6 Maintenance
- 1.7 methods of preservation of records

CHAPTER TWO

2.0 Storage and handling materials in different media

- 2.1 Paper records
- 2.2 Books and other publication
- 2.3 Parchment
- 2.4 Leather
- 2.5 News papers
- 2.6 Work of art on paper
- 2.7 Photographic medium
- 2.8 Recorded sound
- 2.9 Electronic media
- 2.10 Micro films

CHAPTER THREE

3.0 Causes of deterioration

- 3.1 Acidity
- 3.2 Temperature and relative humidity
- 3.3 Light
- 3.4 Air pollution
- 3.5 fire and water

- 3.6 Biological agents
- 3.7 Abuses and mishandling
- 3.8 Disasters
- 3.9 Measures to deterioration of records

CHAPTER FOUR

- 4.0 Planning and preservation Programme
- 4.1 Why we need preservation
- 4.2 Principles of preservation**
- 4.3 general guidelines that should be respected by anyone involved in the
- 4.4 preservation work
- 4.5 preservation planning
- 4.6 preservation survey
- 4.7 Environmental surveys
- 4.8 surveying storage condition & materials
- 4.9 surveying and maintenance
- 4.10 conditions surveying
- 4.11 methodologies for the condition survey
- 4.12 quantitative surveys
- 4.13. Qualitative surveys
- 4.14 Establishing prioritize

CHAPTER FIVE

- 5.0 Reprography**
- 5.1 Developing reprographic Programme
- 5.2 Microfilming
- 5.2.1 Advantages
- 5.2.2 Disadvantages

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Coulson J. (1994) .Records a management hand book. England: Gower pub ltd.
2. Kallaus, Norman & Mina Johnson. (1992).Records management. Ohio. South western publishing co.
3. Steward, Jeffrey and males co, Nancy. (2004)Professional records and information management. U.S.A:Mc Graw –Hill Inc.
4. Robek M. & Stephens (2002) Information and records management.4th and U.S.A: Mc Graw-Hill Inc
5. Wallace Patricia (et al) .(1987) .Records management: Integrated information systems.2nd ed Canada: John willey & Inc
6. Saleemi ,N (2001) .Office organization and practice simplified .2nd ed. Kenya: N-A saleemi publisher

24.4 REPROGRAPHIC SERVICES

COURSE CODE **CRM 1204**

CREDIT UNITS **03**

CONTACT HOURS **45**

COURSE DESCRIPTION

This course introduces learners to the different reprographic services like photocopying and printing.

LEARNING OUT COMES

By the end of this course, a learner shall be able to use reprographic materials like scanner, photocopy.

COURSES OBJECTIVES

Upon the completion of this course the learner will be able to;

1. Operate the records system effectively & efficiently
2. Evaluate the implications of technologies for managing records
3. Identify the reprographic services
4. Acquire skills & knowledge on how to print out a document, microfilm document etc.

COURSE CONTENT

CHAPTER ONE

1.0 Reprographic services

- 1.1 Introduction
- 1.2 Developing reprographic program
- 1.3 Reprographic activities
- 1.4 Objectives of reprographic services.
- 1.5 Need for reprographic services

CHAPTER TWO

- 2.0 methods of getting copies from prepared master or original copies
- 2.1 Introductions
- 2.2 photocopying
- 2.3 Duplicating
- 2.4 Printing

CHAPTER THREE

3.0 Photocopying

- 3.1 Introductions
- 3.2 Methods of obtaining copies by photocopying
 - 3.2.1 Light
 - 3.2.2 Heat
 - 3.2.3 Dyeline (diaz)
- 3.4 Advantages & disadvantages of use photocopying a reprographic tool

CHAPTER FOUR

- 4.0 Duplicating
- 4.1 Introduction

- 4.2 Methods of duplicating
 - 4.2.1 Stencil duplicating
 - 4.2.2 Sprit duplicating
- 4.3 Procedures to follow when using stencils
- 4.4 Advantages and disadvantages of using stencils
- 4.5 Sprit duplicating methods of production
- 4.6 Advantages and disadvantages of sprit duplication production

CHAPTER FIVE

- 5:0 Office printing
- 5:1 Introduction
- 5:2 Offset lithography
- 5:3 Advantages and disadvantages of offset lithography
- 5:4 Factors to consider when choosing duplication process for particular task

CHAPTER SIX

- 6:0 Forms design**
- 6:1 Introduction
- 6:2 Principles of forms design
- 6:3 Guide line in forms design
- 6:4 Form control
- 6:5 Objectives of form control 6:6 essentials of good office form
- 6:7 Advantages of form control
- 6:8 Common faults in forms

CHAPTER SEVEN

- 7:0 Micro filming**
- 7:1 Introduction
- 7:2 Care for micro films
- 7:3 Advantages and disadvantages of micro films 7:4 types of micro films 7:5 reading equipment
- 7:6 Retrieval equipment
- 7:7 Storage equipments
- 7:8 Criteria to guide the microfilming process.

CHAPTER EIGHT

- 8:0 Digitization's of records**
- 8:1 Introduction
- 8:2 Benefits of digitization of records
- 8:3 The process of digitization
- 8:4 Issues considered for production of photo
- 8:5 Micrographics
- 8:6 Equipment for micro films

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCE BOOKS

1. .Krishan Kumar (2000) Library administration
2. Bumba Jimmy, (2013) Basic principles of records management
3. Stewart scharles, (1994), records& database mgt;
4. 4th edition, New York: McGraw-hill.
5. Coulson J. (1994) .Records a management hand book. England: Gower pub ltd.
6. Kallaus, Norman &Mina Johnson. (1992).Records management. Ohio. South western publishing co.
7. Steward,Jeffrey and males co, Nancy .(2004)Professional records and information management. U.S.A: Mc Graw –Hill Inc.
8. Robek M&stephens (2002) Information and records management.4th and U.S.A: Mc Graw-Hill Inc
9. Wallace Patricia (et al) .(1987) .Records management: Integrated information systems.2nd edition Canada: John Willey & Inc
10. .Saleemi ,N (2001) office practice& organisation

24.5 LEGAL ASPECTS AND RECORDS MANAGEMENT

COURSE CODE CRM 1205

CREDIT UNITS 03

CONTACT HOURS 45

COURSE DESCRIPTION

This course introduces the learner to records professional legal codes of conduct, ethics and integrity of records managers.

LEARNING OUTCOMES

A learner will be able to understand legal deposit law in information work.

COURSE OBJECTIVES

By the end of this course, a learner should be able to;

1. Understand various types of laws
2. Acquire information profession ethics
3. Understand classification process of records

COURSE CONTENT

CHARPTEr ONE

1.0 Introduction.

- 1.1 Uganda legal system.
- 1.2 Aims/ bodies of the government.
- 1.3 Roles played by bodies of the government.
- 1.4 Institutions that supports bodies of government in performing their roles.

CHARPTEr TWO

2.0 Laws

- 2.1 Definitions of terms related to law.
- 2.2 Types of laws.
- 2.3 How a bill become a law
- 2.4 Selected laws related to library and information science profession.

CHARPTEr THREE

3.0 CENSORSHIP AND PROFFESIONAL ETHICS.

- 3.1 Introduction to censorship.
- 3.2 Reasons for why the information is censored.
- 3.3 Definition of terms related to professional ethics.
 - ❖ Ethics.
 - ❖ A profession.
 - ❖ Professional ethics.

CHARPTEr FOUR

4.0 RECORDS AND ITS MANAGEMENT.

4.1 Definition of key terms.

- A record
- Record keeping.

- Records management.
- 4.2 Uses of records.
- 4.3 Importance of records management.
- 4.4 Records life cycle.
- 4.5 Characteristics of records.
- 4.6 Records management stages.
- 4.7 Causes for the loss of organization's records.
- 4.8 Solutions for the causes of organization's records.
- 4.9 Organization procedures of managing records.
- 4.10 Legal and regulatory framework of managing records.

CHAPTER FIVE

5.0 RECORDS EVIDENCE CRITERIA.

- 5.1 Date of creation.
- 5.2 Address.
- 5.3 Subject.
- 5.4 Signature.
- 5.5 Search.
- 5.6 Reference.
- 5.7 Logo
- 5.8 Serial number of receipts.

CHAPTER SIX

6.0 CLASSIFICATION OF ORGANIZATION'S RECORDS.

- 6.1 Vital records
- 6.2 Important records.
- 6.3 Useful records.
- 6.4 Non essential papers.

CHAPTER SEVEN

7.0 CATEGORIES OF PERSONAL RECORDS.

- 7.1 Financial records.
- 7.2 Personal documents.
- 7.3 Ownership documents.
- 7.4 Educational documents.
- 7.5 Miscellaneous documents.

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCE BOOKS

1. Constitution of Uganda of 1995.
2. Krishna Kumar (2000) Library administration
3. Bumba Jimmy, (2013) Basic principles of records management
4. Stewart s Charles, (1994), records& database mgt;
5. 4th edition, New York: McGraw-hill.
6. Coulson J. (1994) .Records a management hand book. England: Gower pub ltd.
7. Kallaus, Norman &Mina Johnson. (1992).Records management. Ohio. South western publishing co.
8. Steward, Jeffrey and Males co, Nancy. (2004)Professional records and information management. U.S.A: Mc Graw –Hill Inc.
9. Robek M & Stephens (2002) Information and records management.4th and U.S.A: Mc Graw-Hill Inc
10. Wallace Patricia (et al) .(1987) .Records management: Integrated information systems.2nd edition Canada: John Wiley & Inc

24.6 COMPUTER APPLICATIONS II

Course code CRM 1206

Credit units 03

Contact hours 45 hours

COURSE DESCRIPTION

The course introduces students to the computer applications through practical skills in information technology software to enable them compete favorably in the dynamic technology-based world.

LEARNING OUTCOMES

By the end of this course, Students should be able to use the common Microsoft Office applications of word processing, spreadsheets, graphics, presentations and databases.

OBJECTIVES

By the end of this course learners should be able to:

1. Identify the different Applications within an Office environment
2. Acquire skills in basic computer software applications and apply them in various business situations in order to facilitate the information management function.
3. Appreciate computer applications in business through hands on
4. Demonstrate the ability to use the common software applications of Microsoft Word, and Microsoft Excel
5. Produce business documents and data analysis and models applicable to business environment

COURSE CONTENT

CHAPTER ONE

1.0 Database Management (Microsoft Access)

- 1.1 Starting MS Access
- 1.2 Creating data bases
- 1.3 Crating data tables; Using design view, table wizard, by entering data
- 1.4 Creating relationships between tables
- 1.5 Creating forms; using form wizard
- 1.6 Creating queries; using design view, using query wizard
- 1.7 Sorting and filtering data
- 1.8 Formatting data in different objects
- 1.9 Generating reports using report wizard
- 1.10 printing
- 1.11 Practice assignments

CHAPTER TWO

2.0 Presentation management (Microsoft point)

- 2.1 Starting MS Power Point
- 2.2 Starting a slide presentation and selecting the slides of desire
- 2.3 Formatting slides in the slide sorter
- 2.4 Adding coloring to slides
- 2.5 Graphing in the slides

- 2.6 Formatting slide show for different slide designs, layouts and animation schemes
- 2.7 Viewing a slide show
- 2.8 Saving and printing the slide presentation
- 2.9 Practice assignments

CHAPTER THREE

3.0 Internet/Intranet

- 3.1 Internet definition
- 3.2 History of Internet
- 3.3 Uses of Internet
- 3.4 ISP (Internet Service Providers)
- 3.5 DNS (Domain Name Systems)
- 3.6 www (World Wide Web)
- 3.7 Internet Browsers and Search Engines; Google Chrome, Internet Explorer, Mozira Firefox, OPERA
- 3.8 URL(Uniform Resource Locator)
- 3.9 Web Portals
- 3.10 Navigator/Bookmarks/links
- 3.11 Uploading and Downloading
- 3.12 Webmail (Electronic Mails); Thunderbird, Outlook.
- 3.13 Working with news groups
- 3.14 Printing and Saving Documents
- 3.15 Social Networking Web: Facebook, Twitter, Google, Yahoo messenger (chat room),
- 3.16 http: (hypertext Transfer Protocol)
- 3.16 Creating a homepage
- 3.17 Internet Security; Virus Infection, Firewalls, Open source programmes (Thunderbird, Outlook Google Chrome, Internet Explorer, Mozira Firefox, OPERA)

MODE OF DELIVERY

The mode of delivery will include: lecture, hands-on, demonstration, group discussions and presentation.

ASSESSMENT OF THE COURSE

This course unit will be assessed out of 100 marks as follows;

Course work by continuous assessment	30%
Final examination	70%
Total	100%

The marks will be converted into Grade points.

There will be the final examination in the last two weeks of the semester.

REFERENCES

1. Kathy Ivens and Thomas Barich(1997), How to use Microsoft Office' 97, Ziff-Davis press
2. Whitecomb A and Brown B, Key boarding and Document production, Stanley Thornes, **Chem.: emam**
3. E.S. Waburoko(200), An introduction to information technology, Department to Distance Learning, Edsoft Computer Institute
4. Teach yourself Microsoft Excel 97 in 24 Hours by Linda Jones and Reul L. Hernandez by S: MS
5. Hernandez cy SAW Publishing
6. Keneth C. and Laudon J.P: Essentials of Management Information Systems; 3rd Edition Prentice Hall, New Jersey, 1999
7. Elliot G. and Starkings:Business Information Technology, Theory and Practice; Addison Wesley, Longman, London and New York, 1998
8. Olive and Chapman; Data Processing and Information Technology, DP Publications
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11. Raymond McLeod J (1995): Management Information Systems; 6th Edition; Prentice Hall International Editions.

24.7 RECORDS MANAGEMENT PROJECT II

Course Code **CRM 1207**

Credit Units **04**

CONTACT **60 Hours**

PROJECT DESCRIPTION

This course introduces the learner to practical skills in managing records. The student will be introduced to reprographic services, records software as well as preservation methods of records and archival materials.

PROJECT OUTPUTS

By the end of this course the learner will be able to manage records skillfully and professionally.

OBJECTIVES OF THE PROJECT

By the end of this course, a student will be able to;

1. Understand archival accessioning procedures.
2. Operate reprographic materials
3. Preserve and conservation records.

PROJECT ACTIVITIES

CHAPTER ONE

Introduction to archival management

- 1.0 Accessioning of archives
- 1.01 Archival appraisal.
- 1.02 Arrangement of archives

CHAPTER TWO

Introduction to management of electronic records.

- 2.0 Installations of records keeping soft ware (koha)
- 2.1 Enter records in the system installed
- 2.3 Retrieve records for the users & show them how the system works.

CHAPTER THREE

3.0 Fund of Reprography project

- 3.1 Operate reprographics materials
- 3.2 Photocopying
- 3.3 Microfilming
- 3.4 Digitalization
- 3.5 Duplication
- 3.6 Scanning

CHAPTER FOUR

4.0 Legal aspects of records management project.

- 4.1 Design records legal procedures in the registry

CHAPTER FIVE

Elements of preservation and conservation project.

5.0 Design records storage for preservation of records.

CHAPTER SIX

6.0 Innovation: Student's self initiated project relevant to the programme.

METHODS OF INSTRUCTION

The methods of instruction shall include; demonstration, group discussions, presentation and excursions

PROJECT ASSESSMENT

This course unit shall be assessed on 100 marks as follows:

Project Assessment 1	20%
Project Assessment 2	20%
Student's Personal Innovation	20%
Project Assessment 4	40%
Total	100%

The marks will be converted into Grade points.

24.8 FIELD WORK

COURSE CODE	CRM 1208
CREDIT UNITS	04
CONTACT HOURS	60

COURSE DESCRIPTION

This course introduces learners to the performance of real life tasks relevant to accounting in various organisations.

LEARNING OUTCOMES

The student will learn about the world of work and the duties and responsibilities they will be subjected to while at the workplace.

OBJECTIVES OF THE COURSE

By the end of this course the learners should be able to:

1. Familiarize themselves with work place environment
2. Translate what was learnt in class into real life situation
3. Acquire more job competences
4. Market themselves to prospective employers

COURSE CONTENT

1. Intern orientation to the work place
2. Planning, identifying and scheduling of intern tasks and activities
3. Working under the guidance of the internship organization supervisor in the execution of the identified activities
4. Assessment by the ACC supervisor to assess the performance of the student on the identified activities.

MODE OF DELIVERY

The methods of instruction shall include; Practice, demonstration and supervision

ASSESSMENT OF THE COURSE

This course unit shall be assessed on 100 marks as follows;

ACC Supervisor	10%
Work Place Supervisor's Assessment	30%
Industrial Training Report	30%
Subtotal	70%
Field Tours	30%
Total	100%

The marks will be converted into Grade points.

25.0 LIST OF LECTURERS AND TECHNICAL STAFF IN THE FACULTY OF VOCATIONAL DUCATION

S/N	NAME	QUALIFICATIONS	EXPERIENCE
1	Ahabwe John Paul	B. HRM (KIU), HD THM (KIU)	5 Years
2	Ainebyona Dickson K	BLIS (UCU)	4 Years
3	Akampurira Baker	Bsc. IT (UCU)	4 Years
4	Ampeire Diane	BA. Drama (MUK)	3 Years
5	Asiimwe Christine	Dip. Cosmetology	2 Years
6	Asiimwe Sarah	Bsc. IT (UCU)	3 Years
7	Atuheire Magret	B.THM (NKU), CTTE (KYU)	9 Years
8	Ayebazibwe Esther	B. Mass Com. (UCU)	3 Years
9	Byenkya Nickolas Kisembo	B. Admin S. S (KYU)	7 Years
10	Elisha Rukanga	B. Arts (MUK) Dip Educ (KYU)	32 Years
11	Friday Christopher	B. Env. Sc. (KAB), PG Dip PPM	3 Years
12	Kangume Boaz	B. Computer Science (KYU)	2 Years
13	Mpyangu Godfrey	Dip Lib & Inform Sc (KYU)	5 Years
14	Musingiza Ivan	B. Env. Sc. (KAB)	3 Years
15	Mwesigye Dinato	B.IT (MUK)	1 Year
16	Nampurira Duncan	BLIS (KAB), DLIS (KYU)	10 Years
17	Nyakato Gemma	BBA (KBA), UDSS (MUBS), CCTE (KYU)	20 Years
18	Nyinomugisha Polly	BBA (KAB) UDBS (MUBS)	2 Years
19	Rwahanzira James	DTHM (KIU) Cert. Food Production HTI	13 Years
20	Sibbo Jennifer	B. Mass Com. (UCU), MBA (India)	6 Years
21	Tarakikunzire Medard	Dip. Sec. Cert Sec Studies.	5 years
22	Tugumisirize Julius	B. ICT (MUK)	6 Years
23	Tukamushaba Moreen	B.LIS (KAB)	1 Year
24	Turyagyenda Charles	B. Ed (UCU), Dip. Ed. (ITEK)	23 Years