



*Training Course:  
The Complete Program of Documents & Record  
Control*

*29 November - 3 December 2026  
Amman (Jordan)*

## Training Course: The Complete Program of Documents & Record Control

Training Course code: IT234610 From: 29 November - 3 December 2026 Venue: Amman (Jordan) - Training Course Fees: 4550 € Euro

### Introduction

Record management is an inevitable part of any growing business. Hospitals need to keep records of their patients, schools of their students, and police departments of the criminals. Examples are everywhere. The information must be stored safely, and easily accessed by authorized personnel when needed. How to store this data? How to retrieve it? When to destroy it? All of these questions will be covered by this course. It will also explain the system of the ISO 15489.

### Course Objectives

- Understanding the ISO 15489 standards
- Implementing the process of document and records management
- Retrieving documents when needed
- Understanding the documents and records lifecycle
- Authorizing certain personnel to access the documents

### Target Audience

- Records management professionals working in organizations of all sizes
- Administrative staff responsible for document handling and archiving
- Information governance and compliance officers
- IT professionals involved in document management systems DMS and records systems RMS
- Legal and audit teams responsible for regulatory compliance and documentation control
- Healthcare, education, and public sector employees managing sensitive records
- Business professionals handling operational or organizational documentation
- Anyone involved in storing, retrieving, securing, or managing organizational records and documents

### Course Outlines

#### Day 1

- Key records management terminology
- ISO 15489: Information and Documentation – Records Management
- Project and program planning
- Document Management Systems DMS vs. Record Management Systems RMS
- Information governance
- Records life cycle

#### Day 2

- Records classification
- Managing physical records
- Automated processes

- Turning paper documents into electronic documents
- IT infrastructure details

### Day 3

- Implementation planning
- Labeling and classification
- Bar code
- Filing segment
- Cost Reduction
- Validation
- Indexing
- Storage

### Day 4

- Documents' retention policy
- Document's retention schedule
- Documents' destruction
- Security control
- Version control
- Metadata capture

### Day 5

- Information audit: monitoring compliance
- Searching for files
- Accession log
- Distribution and sharing
- Workflow
- Collaboration
- Reproduction of documents

## Registration form on the Training Course: The Complete Program of Documents & Record Control

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