BLACKBIRD FOR TRAINING

Document Control and Records Management Mastery Course

13 – 17 September 2027
Barcelona (Spain)



Document Control and Records Management Mastery Course

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Why This Course

Modern organizations depend on accurate, accessible, secure, and well-controlled information. When documents and records are poorly managed, teams can face version confusion, compliance risks, slow retrieval, duplicated work, data loss, and inefficient decision-making.

Effective document control and records management ensure that the right information is created, reviewed, approved, stored, protected, retrieved, retained, and disposed of in a structured way. They also support regulatory compliance, accountability, operational efficiency, business continuity, and digital transformation.

This comprehensive 1-week course equips participants with the knowledge and practical tools needed to manage documents and records effectively in modern organizations. Through real-world examples, process design activities, compliance discussions, digital system reviews, and implementation planning, participants will learn how to build reliable information management practices that improve control, security, and organizational performance.

What You'll Learn and Practice

By joining this program, you will:

- Understand the principles of document control and records management.
- Manage document and record lifecycles from creation to disposal.
- Develop effective document control and records management systems.
- Understand regulatory requirements and industry standards for information management.
- Define roles, responsibilities, workflows, and approval authorities.
- Apply document creation, review, approval, distribution, and access control processes.
- Implement version control and change management practices.
- Use metadata, indexing, classification, and retention schedules effectively.
- Manage physical and electronic records storage, retrieval, and disposition.
- Apply best practices for digital record-keeping, data protection, and information security.
- Explore electronic document management systems and cloud-based collaboration tools.
- Build an implementation and continuous improvement plan for information management.



The Program Flow

Day 1: Foundations of Document Control and Records Management

- Introduction to document control and records management concepts.
- Understanding the difference between documents and records.
- Document and record lifecycles.
- The importance of accuracy, traceability, accessibility, and accountability.
- Regulatory landscape and compliance requirements.
- Roles and responsibilities in information management.
- Practical exercise: Assessing current document and records management challenges.

Day 2: Document Control Processes and Best Practices

- Document creation, review, approval, and release workflows.
- Version control, revision history, and change management.
- Document distribution and access control.
- Managing controlled and uncontrolled copies.
- Metadata management and indexing.
- Document numbering, naming conventions, and classification structures.
- Workshop: Designing a document control workflow and version control process.

Day 3: Records Management Strategies

- Records classification and retention schedules.
- Identifying record types, ownership, and retention requirements.
- Physical and electronic records storage solutions.
- Records retrieval, tracking, disposition, and disposal processes.
- Legal holds, audit trails, and evidence preservation.
- Disaster recovery and business continuity planning for records.
- Practical exercise: Developing a compliant records retention and disposition schedule.

Day 4: Digital Solutions and Information Security

- Electronic Document Management Systems and their core features.
- Cloud-based storage and collaboration tools.
- Selecting digital solutions based on organizational needs.
- Data protection and information security best practices.
- Access permissions, confidentiality, backup, and recovery controls.
- Digital signatures and authentication methods.
- Workshop: Designing a strategy for transitioning to a digital document management system.



Day 5: Implementation and Continuous Improvement

- Developing a document control and records management strategy.
- Building policies, procedures, responsibilities, and governance structures.
- Change management and staff training.
- Auditing and compliance monitoring.
- Measuring system effectiveness and user adoption.
- Continuous improvement methodologies for information management.
- Final activity: Creating a customized document control and records management plan.

Individual Impact

- Strengthen your understanding of document control and records management practices.
- Improve your ability to design workflows, controls, and retention processes.
- Build confidence in managing compliance, version control, and information security.
- Gain practical tools for organizing, protecting, and retrieving documents and records.
- Improve your ability to support digital transformation in information management.
- Develop a structured plan that can be applied directly in your organization.

Work Impact

- Improve information accuracy, accessibility, and traceability.
- Reduce compliance risks and strengthen audit readiness.
- Minimize version confusion, duplication, and document misuse.
- Improve efficiency through better storage, retrieval, and document workflows.
- Strengthen data protection, confidentiality, and business continuity.
- Support a more disciplined, secure, and digitally enabled information management culture.

Training Methodology

This program uses a practical and process-focused approach to help participants improve document and records management in real organizational settings. Learning methods include:

- Interactive discussions and guided facilitation.
- Case studies on document control and records management challenges.
- Document lifecycle and workflow mapping exercises.
- Version control and change management workshops.
- Records classification and retention schedule activities.
- Digital document management system review exercises.
- Information security and compliance scenarios.
- Group work, peer feedback, and practical implementation planning.



Beyond the Course

Upon completion, participants will be prepared to manage documents and records with greater structure, compliance, and efficiency. They will return ready to:

- Create a customized document control and records management plan.
- Implement effective version control and change management processes.
- Develop compliant retention and disposition schedules.
- Improve document access, storage, retrieval, and security.
- Support transition to digital document management systems.
- Strengthen organizational efficiency through better information governance.

