Garnet
Garnet Global Training Center

GGT-AL-105

Administration, Legal & Public Sector

Records & Document Management

إدارة الوثائق والسجلات

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

This program treats Records & Document Management as a managed system: policies, roles, resources, performance indicators and continual improvement. Programs for government entities, legal departments and the offices that keep organisations running. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Set up and run Records & Document Management as a managed process with clear roles.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.

Who should attend

Government officials, legal advisers, compliance officers, executive assistants and administrators. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Regulatory and legal frameworks
- Drafting and documentation
- Service design and performance
- Compliance and controls
- Communication and protocol
- Digital government practices

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Records & Document Management: the management framework

- Communication and protocol
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Digital government practices
- Regulatory and legal frameworks

Day 3 Performance measurement and control

- Drafting and documentation
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Service design and performance
- Checklists and templates to take away

Day 5 Management case study and action plan

- Compliance and controls
- Group discussion and peer review

10-day outline

Day 1 Records & Document Management: the management framework

- Communication and protocol
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Digital government practices
- Regulatory and legal frameworks

Day 3 Performance measurement and control

- Drafting and documentation
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Service design and performance
- Checklists and templates to take away

Day 5 Management case study and action plan

- Compliance and controls
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Hands-on workshop on a workplace challenge

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
7–11 Feb 2027	5-day classroom	Jeddah	English	4,750
14–25 Jun 2027	10-day classroom	Dubai	Arabic	8,950
12–16 Sep 2027	5-day classroom	Riyadh	English	4,750
6–10 Dec 2027	5-day online	Live online	English	2,950
19–30 Jun 2028	10-day classroom	London	English	8,950
10–14 Sep 2028	5-day classroom	Kuwait City	English	4,750
13–24 Nov 2028	10-day online	Live online	Arabic	5,450
4–8 Dec 2028	5-day classroom	Kuala Lumpur	English	4,750
5–9 Feb 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
9–13 Jul 2029	5-day classroom	Paris	English	4,750
12–16 Nov 2029	5-day classroom	Dubai	Arabic	4,750
3–14 Dec 2029	10-day classroom	Abu Dhabi	English	8,950
10–21 Mar 2030	10-day classroom	Amman	Arabic	8,950
6–17 May 2030	10-day online	Live online	English	5,450
9–13 Sep 2030	5-day classroom	Vienna	English	4,750
4–8 Nov 2030	5-day classroom	Barcelona	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/