



Records & Archive Management

Administration, Communication & Customer Service

QGT-ADM-109 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

Records & Archive Management is an introduction that builds a solid working knowledge in Records & Archive Management. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Records & Archive Management
- Apply the relevant requirements of international service and communication best practice
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how Records & Archive Management fits into daily operations

Day 2: Codes, standards and requirements

What international service and communication best practice require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
24–28 Jan 2027	Cairo	Classroom	5 days	\$5,500
12–23 Jul 2027	Munich	Classroom	10 days	\$9,900
1–5 Aug 2027	Salalah	Classroom	5 days	\$5,500
5–16 Sep 2027	Jeddah	Classroom	10 days	\$9,900
13–17 Sep 2027	Online (live)	Online (live)	5 days	\$3,000
12–16 Mar 2028	Manama	Classroom	5 days	\$5,500
29 May – 9 Jun 2028	Munich	Classroom	10 days	\$9,900
24–28 Jul 2028	Manchester	Classroom	5 days	\$5,500
7–18 Aug 2028	Geneva	Classroom	10 days	\$9,900
2–6 Oct 2028	Online (live)	Online (live)	5 days	\$3,000
4–8 Feb 2029	Amman	Classroom	5 days	\$5,500
26 Feb – 9 Mar 2029	Milan	Classroom	10 days	\$9,900
26–30 Mar 2029	Beirut	Classroom	5 days	\$5,500
13–24 Aug 2029	Amsterdam	Classroom	10 days	\$9,900
29 Oct – 2 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
18–22 Mar 2030	Cape Town	Classroom	5 days	\$5,500
24 Jun – 5 Jul 2030	Madrid	Classroom	10 days	\$9,900
7–11 Jul 2030	Dammam	Classroom	5 days	\$5,500
15–26 Jul 2030	Geneva	Classroom	10 days	\$9,900
28 Oct – 1 Nov 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/records-and-archive-management/>

WhatsApp: +971 50 697 0908

Email: training@qimmatrainig.com

