



Consulting and Training | Reach New Heights

Course Name

Records, Documentation & Government Correspondence Management

Sector Name

Administration and Office Efficiency

Document Type

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Records, Documentation & Government Correspondence Management

Course Introduction

Effective records, documentation, and government correspondence management are fundamental to organizational governance, operational efficiency, regulatory compliance, and institutional knowledge preservation. As organizations continue to adopt digital transformation and strengthen information governance, administrative professionals are expected to manage official records, control document lifecycles, ensure the accuracy of government correspondence, and maintain secure, accessible, and well-organized information systems. Applying international best practices in records and correspondence management enables organizations to improve decision-making, enhance accountability, reduce operational risks, and support business continuity.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with knowledge, practical methodologies, and internationally recognized best practices required to manage records, official documentation, and government correspondence effectively. Participants will learn how to establish document control systems, manage records throughout their life cycle, improve correspondence processes, implement digital document management solutions, strengthen compliance,

and optimize information management practices to support organizational excellence.

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Records, Documentation & Government Correspondence Management

Target Audience

- ✓ Records and Document Control Officers
- ✓ Administration and Office Management Professionals
- ✓ Government Relations and PRO Personnel
- ✓ Executive Secretaries and Administrative Coordinators
- ✓ Information Management Professionals
- ✓ Employees responsible for official documentation and correspondence

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Learning Objectives

- ✓ Understand the principles and importance of records and documentation management.
- ✓ Apply best practices for managing official records and government correspondence.
- ✓ Develop document control systems that improve accessibility, accuracy, and compliance.
- ✓ Manage records throughout their lifecycle using structured methodologies.
- ✓ Strengthen information governance, confidentiality, and regulatory compliance.
- ✓ Develop continuous improvement initiatives for records and correspondence management.

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Course Outline

✓ Day 01

Foundations of Records & Documentation

Records Management Principles

- ✓ Importance of organizational records
- ✓ Records classification and categorization
- ✓ Records lifecycle management

Documentation Standards

- ✓ Document creation and standardization
- ✓ Document control principles
- ✓ Maintaining document quality and integrity

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Course Outline

✓ Day 02

Government Correspondence & Document Operations

Official Government Correspondence

- ✓ Managing incoming and outgoing correspondence
- ✓ Preparing professional official communications
- ✓ Tracking correspondence workflows

Administrative Documentation

- ✓ Managing approvals and document workflows
- ✓ Organizing official files
- ✓ Ensuring documentation accuracy and consistency

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Course Outline

✓ Day 03

Digital Records & Information Management

Electronic Records Management

- ✓ Digital document management systems
- ✓ Electronic archiving and retrieval
- ✓ Version control and document security

Digital Transformation in Documentation

- ✓ Workflow automation
- ✓ Electronic correspondence management
- ✓ Information accessibility and collaboration

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Course Outline

✓ Day 04

Performance Management & Operational Excellence

Measuring Documentation Performance

- ✓ Performance indicators
- ✓ Process efficiency measurement
- ✓ Service quality monitoring

Continuous Improvement

- ✓ Process optimization
- ✓ Improving document workflows
- ✓ Enhancing operational efficiency

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Course Outline

✓ Day 05

Governance, Compliance & Future Readiness

Information Governance & Compliance

- ✓ Information governance frameworks
- ✓ Records retention and disposal policies
- ✓ Regulatory compliance and audit readiness

Future Trends & Strategic Roadmap

- ✓ Artificial Intelligence in records management
- ✓ Intelligent document automation
- ✓ Building a long-term records and information management strategy

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 9, 2027	Aug. 13, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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