



Records & Archive Management: Advanced Level

Administration, Communication & Customer Service

QGT-ADM-127 | Advanced | 5 or 10 days | Online, classroom, in-house

Course overview

Records & Archive Management: Advanced Level is an advanced programme for experienced practitioners 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
- Apply advanced analysis methods to real operating data
- 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 with at least three years of experience.

Course outline (5 days)

Day 1: Core principles revisited

Fast review and recent changes in international service and communication best practice

Day 2: Advanced analysis methods

Detailed techniques, data interpretation and calculations

Day 3: Design and performance optimisation

Improving reliability, efficiency and cost

Day 4: Troubleshooting complex cases

Diagnosing multi-cause problems from field data

Day 5: Risk, decisions and integration

Building a risk-based plan and presenting recommendations

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
18–29 Jan 2027	Milan	Classroom	10 days	\$9,900
1–5 Mar 2027	Manchester	Classroom	5 days	\$5,500
5–16 Apr 2027	Stockholm	Classroom	10 days	\$9,900
12–16 Jul 2027	Baku	Classroom	5 days	\$5,500
26 Jul – 6 Aug 2027	Online (live)	Online (live)	10 days	\$5,500
24 Jan – 4 Feb 2028	Luanda	Classroom	10 days	\$9,900
7–11 Feb 2028	Geneva	Classroom	5 days	\$5,500
5–16 Mar 2028	Al Khobar	Classroom	10 days	\$9,900
26–30 Mar 2028	Amman	Classroom	5 days	\$5,500
12–23 Jun 2028	Online (live)	Online (live)	10 days	\$5,500
14–25 Jan 2029	Salalah	Classroom	10 days	\$9,900
5–9 Mar 2029	Baku	Classroom	5 days	\$5,500
9–20 Apr 2029	Tbilisi	Classroom	10 days	\$9,900
14–18 May 2029	Prague	Classroom	5 days	\$5,500
3–14 Dec 2029	Online (live)	Online (live)	10 days	\$5,500
11–22 Mar 2030	Dubai	Classroom	10 days	\$9,900
1–5 Apr 2030	Toronto	Classroom	5 days	\$5,500
28 Apr – 9 May 2030	Dammam	Classroom	10 days	\$9,900
20–24 May 2030	Rome	Classroom	5 days	\$5,500
2–13 Sep 2030	Online (live)	Online (live)	10 days	\$5,500

How to register

Register online or scan the code

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

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