

Training Strategy

Target Group	Objectives	Content of Training	Delivery Details	Timing	Performance Measures/Evaluation	Cost of Training & Resource Commitment
<p>Information Managers Information Officers (and occasionally HOD)</p> <ul style="list-style-type: none"> • Portfolio/Ministry • Department • Central Function (if decided?) 	<ul style="list-style-type: none"> • Comprehensive understanding of the Freedom of Information Law • How to utilize the FOI guidance manual. (which outlines procedures for FOI) • To facilitate an understanding of the Records Management requirement 	<ul style="list-style-type: none"> • Law • Regulations • Procedure (FOI Guidance Manual) • Function of FOI Unit & Information Commissioner • Monitoring & Tracking software • Introduction RM (Information Manager) as a minimum requirement • File Plan and Disposal course for RM Information Officer should attend the • Implementation and preparation requirements • Train the trainers & how to coach • The Appeals procedure and how/what to prepare to go to the Information Commissioner • Exemptions Workshop 	<ul style="list-style-type: none"> • UCCI as part of the Civil Service College Management strand for law & regs • UCCI as part of the Civil Service College “Train the Trainer” course • National Archives training for Records Management • FOI Unit Internal training for Guidance Manual • Forum type meetings – ongoing • Information Managers to deliver to internal training to information officers 	<ul style="list-style-type: none"> • Monitoring & Tracking not before Aug 08 • RM as soon as individuals are identified • FIO Unit training April-May08 (3 day workshop for “full course” then follow ups sessions on specific areas) 		<ul style="list-style-type: none"> • Records Management training not FOI specific

			<ul style="list-style-type: none"> On-line computerized FOI programme/tutorial 			
<p>General Civil Service and public servants (Government Companies and authorities)</p> <p>Two Distinct Groups</p> <ul style="list-style-type: none"> Customer Facing All Civil Servants 	<ul style="list-style-type: none"> Familiarize employees with the FIO requirement (both) FAQs (both) Ministry/Portfolio process (both) Who to refer enquiries to (both) Facilitate understanding of why the law is enacted (Customer Facing) 	<ul style="list-style-type: none"> Why the law has come into effect “customer service” “right to know” Culture change “must be prepared to answer” any question not just if it say FOI What the law means in practice The Ministry/Portfolio procedures for handling FOI requests Contact point Context of Law 	<ul style="list-style-type: none"> UCCI as part of the Civil Service “Customer Services” On-line computerized FOI programme/tutorial FOI section to be added into the template induction package Message in wage slip CISCA presentation HR Forum presentation CS Messages – One liner “Who is your information Manager” Regular CS Messages during Information Manager briefing to all staff 	<ul style="list-style-type: none"> Feb 08 through Dec 08 	<ul style="list-style-type: none"> Self assessment check-list Sep 08 Include individual training items within the devolved strategic plan FOI survey 	<ul style="list-style-type: none"> Information Manager to undertake Ministry/Portfolio training- FOI Unit to provide resources (to ensure consistency)
<p>Senior Managers</p> <ul style="list-style-type: none"> Chief Officers Heads of 	<ul style="list-style-type: none"> To raise awareness & provide 	<ul style="list-style-type: none"> Overview of the Law & what it means for them 	<ul style="list-style-type: none"> Chief Officers Meeting (CINA to be included in 	<ul style="list-style-type: none"> CO meeting by last week September 	<ul style="list-style-type: none"> Delivery of Strategic Action plans for each Ministry/Portfolio 	<ul style="list-style-type: none"> Resources for training

<p>Departments</p> <ul style="list-style-type: none"> Chairs of Boards 	<p>background information</p> <ul style="list-style-type: none"> To highlight implementation issues and deadlines To highlight and secure management and resource commitment To make senior managers aware of their responsibilities under the FOI Law To highlight the need to be aware of National Archive and Public Records Law, 2007 and sign on to implementation of RM tools To provide strategies to help Chief Officers develop a culture of openness towards information disclose 	<p>(enforcement/roles and responsibilities) – a holistic approach to all issues</p> <ul style="list-style-type: none"> Overview of the regulations Timeline and critical actions decide (Including comment on overall Implementation plan) (Including identifying the need to have an entity action plan) Delivery of a set of principle accountabilities necessary under FOI that Chief Officers will need to assign to staff Staffing & resource implications for implementation and on-goin Overview of training their staff will receive What else they need to decide & who will make what decisions Ways to change culture to openness How to ensure 	<p>CO/HOD presentations)</p> <ul style="list-style-type: none"> Each Portfolio/Ministry individually for all HODs within each entity including & Chairman of the Boards who sit under that entity (Steering committee member to attend appropriate Ministry/Portfolio meeting) Leaflet UCCI as part of the Civil Service College Management strand for law & Regs 	<p>(Wed 26th Sept)</p> <ul style="list-style-type: none"> Start meeting CO/HOD by Ministry/Portfolio by October (22-31st Oct) 	<p>(Template by 10th Aug)</p> <ul style="list-style-type: none"> Structure of roles within Ministry/Portfolio by end of October List of identified individuals who will be undertaking the various roles within Ministry/Portfolio 	<p>have been made available in the FIO budget</p> <ul style="list-style-type: none"> Staff time
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		<p>appropriate person receives delegation if Information Manager is not appointed</p> <ul style="list-style-type: none"> • Minimum requirements for FOI to succeed • Impact on CINA records management requirement, Implementation of National Archive tool, Law & Regs (due to close association of functions) • Dissemination of information to middle-management who will have to review process in relation to information provision • Function of FOI & Information Commissioner 				
General Public	Decisions not to be undertaken within this committee, as a sub committee regarding public awareness to be established and this being designated a principle accountability for the Information Commissioner					

Barriers for Success

- Lack of buy in from Chief Officers and Heads of Department
- Not meeting the minimum requirements in terms of Records Management (including National Archive requirement for delivery of a file plan)

- Inappropriate delegation of activities associated with the implementation of FIO, to existing staff within entity (as Information Manager/Officer)
- Insufficient Budget – FIO is currently not in the output requirements for Chief Officers and will require extra resource within the 2007/08 budget year, is a supplementary budget adjustment feasible in the 2007/08 period?
- Extra workloads on existing staff which leads to undermining importance of this role, should entities decide to not recruit a dedicated resource for the entity
- Resistance to change to a culture of openness

Actions resulting from Meeting

1. PoCS to produce principal accountabilities for Information Managers/Officers roles. Draft by 3rd August to Carole Excell (after CINA have input also) – Already overdue **NOW CRITICAL**.
2. Carole to prepare a course outline for the 3 day course and identify the ½ days “nitty gritty” sessions that are to be offered.

Records Management

80 Training courses for full records management (suggest that all 3 modules, introduction, file plan and disposal are undertaken) & 48 spaces for RMS course, for financial year 2007/08