Records and Information Management Fundamentals On-Demand Course

Self-paced online learning complemented by
a live, 2-hour *Ask the Experts* session

Are you primarily responsible for handling records management at your local government? Be sure to sign up for the Records and Information Management Fundamentals On-Demand Course! Whether you are new to local government or a seasoned local government employee who needs to refresh your understanding, this course will help you build and strengthen your records management knowledge.

Records and information management, or records management, is so much more than filing. It serves a vital administrative function by supporting and promoting management accountability, compliance, and effectiveness. Business records are essential assets that can protect an organization from or expose it to litigation. Local government records can be used as evidence in courts of law, for government investigations, or other legal proceedings.

In tandem with the [Freedom of Information Fundamentals](#) and [Protection of Privacy Fundamentals](#) courses, this on-demand, self-paced course will help you understand the importance of good records management in your organization as well as your role and that of others in ensuring that business records are managed effectively. The online learning component is complemented by a live, 2-hour *Ask the Experts* session where participants can connect with peers and experts in the field, ask questions, and exchange best practices to expand learning. Participants will also learn more about reference tools for records management such as the [LGMA Records and Information Management Manual](#).

Course Format This online course consists of two parts: 1) self-paced online learning and 2) a live, virtual *Ask the Experts* session. Learners can work their way through the first part at their own pace. There are three modules, each containing key information, hands-on learning activities, best practices, and case scenarios compiled by the FOI/Privacy/RM Committee and reviewed by leading subject matter experts to ensure a relevant and engaging learning experience.

Upon completion of the online learning, participants will be invited to attend the upcoming *Ask the Experts* session to further their understanding. The session will be held virtually on November 3, 2026 from 1-3 PM, and participants can submit any questions in advance.

Course Length The length of time to complete this course varies by each individual, but is estimated to take approximately three hours or less to complete. Combined with the 2-hour *Ask the Experts* session on November 3, five hours or less may be required for participants to complete the course in full.

Course Certificate To receive a certificate of completion, participants must complete all components of the self-paced online learning, including 3 quizzes and learning activities. Attendance at the *Ask the Experts* session is not required to receive a certificate of completion. All registrants will have access to the course content until **December 31, 2026.**

Cost: $385 + GST LGMA member; $467.50 + GST Non-member

Registration: [Register online](#) by **November 30, 2026.** Registrants will receive Moodle access information within **2 weeks of registration.** Please contact office@lgma.ca if you need support accessing Moodle.

Cancellation Policy: As this is an on-demand course, no refunds will be provided.

Learning Outcomes:

Unit 1: What is "Records and Information Management," and why is it important to local government?

By the end of this unit, you should be able to:

- Describe examples of records
- Describe examples of record values
- Explain what is meant by record retention

Unit 2: File Operations

By the end of this unit, you should be able to:

- Describe examples of "transitory" and "official" local government records
- Explain what "final disposition" means
- Explain the authorizations required for records destruction

Unit 3: Security and Accountability

By the end of this unit, you should be able to:

- Discuss roles and responsibilities for records management within your local government
- Learn about records security, the importance of secure destruction, and some basics of electronic records management
- Discuss staffing and accountabilities in a local government context
- Review best practices that will help you and your local government better understand and apply effective records management
- Review links to additional sources of information.

Course Development

The course content was created by the LGMA's former FOI/Privacy/RM Program Advisor, Peter Smith, the LGMA's current FOI/Privacy/RM Program Advisor Barbara Van Fraassen, and the FOI/RM/Privacy Advisory Committee members. Some course content was created by Learning Designer Beth Cougler Blom and the functional course design was created with *Articulate 360* and *Moodle.*