

With the ongoing changes that are occurring in information technology and in records management, the Florida Records Management Association (FRMA) strives to ensure that records professionals have the knowledge and skills to do their jobs effectively, and obtain recognition for their professional accomplishments. The Florida Certified Records Management Program (FCRM) provides certification for the successful completion of training in Florida records management.

The goals of the FCRM certification program are to:

- Improve the effectiveness of Florida government records management.
- Give FRMA the ability to better assess the effectiveness of its training program.
- Raise awareness of the importance of records management in the local government.
- Increase the level of professionalism for those managing Florida records.
- Provide FRMA and Florida records professionals with benchmarks to gauge their professional development.

The FCRM program will meet these goals by encouraging FRMA members to take a series of FRMA training classes that will provide the core of records management knowledge and skills needed to effectively manage Florida records, and provide a blueprint for these individuals to follow to ensure a high level of professionalism. This program is administered by FRMA, in conjunction with the John Scott Dailey Florida Institute of Government, University of Central Florida (UCF-IOG).

CERTIFICATION PROGRAM

FCRM certification is available to FRMA members only. Certification of training is based on the successful completion of 36 hours of curriculum within the following broad subject areas:

- Properly maintaining agency business records to ensure compliance with State and Federal laws and regulations.
- Effectively administering the agency records management program by developing policy and procedures, providing employee training and support, and working with the State Department of Library and Archives on records issues.
- Determining the extent of agency vital records and creating protection strategies through risk assessment, storage options, and cost requirements.
- Keeping updated on current technologies and records management responsibilities, especially regarding the creation, duplication, and storage of electronic documents and email.

RE-CERTIFICATION

In order to maintain the (FCRM) Florida Certified Records Manager certification, you must complete 18 hours of approved Continuing Education Hours every two years.

Continuing Education

1. Re-certification of training is based on the successful completion of 18 hours of curriculum within the following procedures:
2. Must complete 18 hours of FRMA approved courses within two year from the initial certification.
3. Must attend one session of both the Basic of Records Management and Advanced Record Management every two years for re-certification. FRMA members may attend either class as often as desired; however, only one session of each course will count toward recertification hours.
4. Only classes taken after the certification date will be counted toward the 18 hours for re-certification.
5. Members must maintain continuous FRMA membership to maintain the FCRM certification.
6. FRMA will only accept credit for approved webinars and seminars. All request(s) must be made in writing to the Director of Education and approved 30 days prior to attending session(s).

Extensions

7. If you do not meet the deadline for recertification, you must request in writing to the FRMA Director of Education to receive an additional six months to take the required Continuing Education hours and upon payment of the extension fee of (\$20.00), you will be placed pending certification status.

Decertification

8. If you are decertified, you must request in writing to the FRMA Director of Education to retake the sessions for certification within three months of decertification, providing that you have obtained the required 18 Continuing Education hours, pay the recertification maintenance fee of (\$40.00). If you do not retake the session for the certification within six months of being decertified, you will have to take the entire 36 hours of Records Management course over again to receive the certification of FCRM designation.

Recertifying

9. You must contact the Director of Education in writing that you will be recertifying within three months of decertification. If you fail to recertify your FCRM certification credentials will be decertified.

AREA OF KNOWLEDGE

FRMA will provide training in the following area that will provide participants with the information and knowledge that they will need to carry out their records management duties in support of business needs and in accordance with State and local government records management laws and regulations.

Training will be provided in the following areas:

- Records Management Overview
- Creating and Maintaining Information
- Records Scheduling
- Records Destruction and off-Site Storage
- Asset and Risk Management
- Records Management Program Development
- Records management : definition and components
- Overview of laws and regulations relating to records management
- Records management documents, records schedule

Records Creation and Maintenance

- Definition of records, non-records materials, and personal papers
- Recordkeeping requirements: creation and maintenance of adequate and proper documentation
- Policies and procedures for managing business information and personal papers
- Electronic records management systems, such as records management applications (RMAs) and document management applications (DMAs)
- Design, development, and implementation of information systems to incorporate records management and archival functions
- Policies and procedures for managing electronic mail and word processing documents
- File plans
- Filing and storage procedures
- Permanent records in all media, with an emphasis on permanent electronic records
- Electronic and other special media records, including audiovisual, cartographic and architectural, and micrographic records
- Vital records, including policy, storage and cycling
- Reference policies and activities

Records Scheduling

- Overview of scheduling process
- Records inventory: Paper, electronic, and special media records
- Disposition instructions that take into account:
 - Agency business needs
 - Government accountability
 - Legal rights
 - Archival value
- Maximum use of the General Records Schedules
- Unique requirements for scheduling electronic records
- Unscheduled records
- Instructions for completing Request for Records Disposition

Asset and Risk Management

- Asset and risk assessment: purpose, frameworks, and procedures
- Assessment of problems
- Risk mitigation strategies
- Identification of priorities and Resource allocation

Other

- Unauthorized destruction or alienation of Florida records
- Records management program audits evaluations/ inspections
- Records management training: Requirements and procedures
- Resources for solving records management problems

Training Process

Training will be offered through classes at FRMA conferences, through traditional classroom training. FRMA is planning to offer online courses through the FRMA website.

The Public Records Management Seminars offered by the State Library and Archives of Florida will be accepted toward certification; however, pre approve request must be sent to Education Director prior to attending session(s). After completing State Library and Archives seminar(s) all certificate of attendance must be sent to the FRMA Director of Education to verify attendance for continuation of credit hours.

FRMA Policy

Florida Records Management Association Certification Program

Florida Certified Records Management Program (FCRM)

January 2012

CURRICULUM: The core curriculum for the FCRM Program includes:

| Class Title | Instructor | Credit Hours |
|---|---|---------------------|
| Basics of Records Management <ul style="list-style-type: none"> – Identification of public records – Life cycle of records – Regulatory requirements – Public records requests – Confidential and exempt public records – Records inventory – Retention schedules – Disposition – Files management – Office of Open Government – The Brechner Center | State Library and Archives of Florida | 8 |
| Advanced Records Management <ul style="list-style-type: none"> – Electronic records management – Email – Social Media – Records system design – Digital scanning and electronic document management – Micrographics – Archiving and historical documents – Vital records – Attorney General Opinions | State Library and Archives of Florida | 8 |
| Disaster Planning and Recovery <ul style="list-style-type: none"> – Disposition of unrecoverable public records – Mold and mildew – Records and document recovery techniques – Disaster recovery vendors | State Library and Archives of Florida | 4 |
| Legislative Update on Public Records Laws | First Amendment Foundation | 2 |
| Florida’s Code of Ethics, Sunshine Law, and Public Records <ul style="list-style-type: none"> – History of Florida’s Ethics Law – Meetings in the Sunshine – Discussions covered by the Sunshine – Documents covered by the Public Records Laws | UCF-IOG or Attorney or Online | 4 |
| Writing Policies and Procedures <ul style="list-style-type: none"> – Definitions of Policies and Procedures – Writing instructions – Developing manuals and handbooks | UCF-IOG | 4 |
| Various Training and Development Courses | UCF-IOG (See list below) and Others | 6 |

UCF Training and Development Courses (as available):

Assertiveness Skills

Body Language: Making It Mean Business

Business Etiquette

Change Management: Dealing With Change

Communication Skills

Cooperation: Oiling Your Office

Creativity at Work

Diversity of Age: Generations at Work

Email Etiquette

Emotional Intelligence: EQ vs. IQ

Grammar Brush-Up

Interpersonal Effectiveness: Communicating With Others

Leadership Laws Series

Leadership Lessons from Mr. Potato Head

Leadership Secrets of Santa Claus

Meeting Management: Making Meetings Work

Memory Skills

Minute Taking in the Sunshine

Parliamentary Procedure

Presentation Skills: Present like a Pro!

Recognition Strategies: Whale Done

Team Building and Conflict Resolution

Others

Contributors to the development of this policy:

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