



Defence Awarding  
Organisation

# **Qualification Handbook**

DAO Level 4 Certificate in Defence  
Information Management

**QN: 601/5529/2**

# The Qualification

## Overall Objective for the Qualifications

This handbook relates to the following qualification:

- Level 4 Certificate in Defence Information Management

This qualification provides the standards that must be achieved by individuals working within a Defence Information Management environment

## Pre-entry Requirements

Learners who are taking this qualification will need to working within a Defence related Information Management role

## Unit Content and Rules of Combination

This qualification is made up of a total of 5 mandatory units. To be awarded this qualification the candidate must achieve a total of 21 credits as shown in the table below.

Mandatory Units					
Unit Reference Number	Unit Title	Level	Credit Value	GLH	TQT
A/506/9692	Understand Information Management principles	4	5	15	50
F/506/9693	Manage information management processes and procedures	4	4	10	40
H/506/9699	Deliver Information management business plan	4	4	15	40
J/506/9694	Understand the Defence Record Management policy	4	4	15	40
R/506/9696	Manage and advise on organisational information requirement and information infrastructure	4	4	20	40

**Age Restriction**

This qualification is available to learners aged 18 years and over.

**Opportunities for Progression**

This qualification creates a number of opportunities for progression within the Information Management qualifications

**Exemption**

No exemptions have been identified.

# Qualification Units

<b>URN:</b>	A/506/9692
<b>Title:</b>	Understand Information Management (IM) principles
<b>Level:</b>	4
<b>Credit value:</b>	5
<b>GLH</b>	15
<b>TQT</b>	50
<b>Learning outcomes</b>	<b>Assessment criteria</b>
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand the background and principles that underpin the need for Information Management	1.1 Explain the purpose of the Information Management in MOD 1.2 Explain the roles and responsibilities of the Information Management Organisation of a unit and the importance of governance 1.3 Explain the need to for an endorsed IM Directive from the SIO strategy 1.4 Identify the relevant policy documents and standards to conduct effective IM at a unit
2. Provide practical guidance to the business area	2.1 Provide practical guidance for business/operational users. 2.2 Identify the relevant standards in support of the business area
3. Provides clear business direction on IM regime within the organisation	3.1 Explain the practical implications of implementing the IM strategy 3.2 Explain how folder classifications impacts on business 3.3 Identify which business needs require a new team site. 3.4 Apply the principles of folder classification 3.5 Apply the principles of folder classification
4. Understand how	4.1 Assess the importance of information

business and operations use information in support of their mission objectives	4.2 Evaluate the benefits of a business led IM Plan 4.3 Present the key messages from the IM Plan
5. Be able to capture information flows in an organisation	5.1 Map information flows in a particular context using a data flow diagram 5.2 Analyse information flows
6. Understand business drivers for Information Exploitation (IX) and the potential of the information base to support IX	6.1 Describe the business drivers for IX and the potential of the information base to support IX 6.2 Identify and apply the technical criteria for automating information transfer
<b>Additional information about the unit</b>	
Unit aim(s)	This unit is about understanding information management within the organisation, providing clear direction and practical guidance to business and operational users in support of mission objectives
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit requires the workplace assessment of occupational competence wherever practicable. For the knowledge and understanding component of the unit, assessment from a learning and development environment is allowed
Name of the organisation submitting the unit	Defence Awarding Organisation

<b>URN:</b>	F/506/9693
<b>Title:</b>	Manage information management processes and procedures
<b>Level:</b>	4
<b>Credit value:</b>	4
<b>GLH</b>	10
<b>TQT</b>	40
<b>Learning outcomes</b>	<b>Assessment criteria</b>
<i><b>The learner will:</b></i>	<i><b>The learner can:</b></i>
1. Be able to implement Information Management (IM) processes and procedures	<p>1.1 Explain how present day IM contributes to the formation process</p> <p>1.2 Explain the type of improvements that will have the most impact on business outputs</p> <p>1.3 Explain the priorities for business modelling</p> <p>1.4 Describe the technical delivery of IM to give a business lead to the implementation process</p> <p>1.5 Identify how the business can make the best use of the technical potential of the system</p>
2. Be able to manage IM systems	<p>2.1 Describe how IM fits in with the overall process of business transformation</p> <p>2.2 Describe how facilities can be used to monitor usage of collaborative tools</p> <p>2.3 Identify when collaborative tools are not being used to support the business or operational need</p> <p>2.4 Develop a Information Management plan</p>
3. Manage the business benefits of process improvement	<p>3.1 Identify the business benefits of process improvement</p> <p>3.2 Describe the maturity management tool</p> <p>3.3 Explain how the resulting assessment fits with the IM transformation plan</p> <p>3.4 Develops an action plan based on maturity assessment</p> <p>3.5 Explain IM maturity</p>
4. Understands how to develop interpersonal networks	<p>4.1 Explain the process for developing networks</p> <p>4.2 Explain the benefits of using best practice</p> <p>4.3 Design MOSS and Meridio computer systems as collaborative working platforms</p> <p>4.4 Check how the Joint Personnel Administration (JPA) and Human Resource Management System (HRMS) record competences</p>
5. Understands how an induction programme builds on prior	<p>5.1 Describe how Military and Civil Service training is organised within the organisation</p> <p>5.2 Prepare induction training for approved courses</p>

knowledge and skills	5.3 Identify where it is important to provide post course experience to bring personnel up to operational strength 5.4 Prepare an informative handover brief for own role
<b>Additional information about the unit</b>	
Unit aim(s)	This unit is about the implementation of management information processes and procedures, the development collaboration and action planning. Understanding both MOSS and Meridio management systems and the importance of induction knowledge and skills
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit requires the workplace assessment of occupational competence wherever practicable. For the knowledge and understanding component of the unit, assessment from a learning and development environment is allowed
Name of the organisation submitting the unit	Defence Awarding Organisation

<b>URN:</b>	J/506/9494
<b>Title:</b>	Understand the Defence Record Management Policy
<b>Level:</b>	4
<b>Credit value:</b>	4
<b>GLH</b>	15
<b>TQT</b>	40
<b>Learning outcomes</b>	<b>Assessment criteria</b>
<i><b>The learner will:</b></i>	<i><b>The learner can:</b></i>
1. Understand the Defence Record Management (RM) Policy	1.1 Explain MOD record keeping. 1.2 Discuss RM best practices and explain information retention guidelines 1.3 Describe the types of advice and direction on the practical measures needed to log and track physical assets
2. Be able to manage records in accordance with public records legislation and industry regulations	2.1 Devise or review their local record management policy 2.2 Manage the organisational records in accordance with organisational procedures
3. Be able to manage the assessment of risk (e.g. for compensation claims) if the MoD does not retain adequate records	3.1 Manage documents for legal admissibility 3.2 Describe the broad principles of legal admissibility 3.3 Outline the techniques for redacting text and data
4. Understand information as a strategic asset that need to be managed in accordance with the information lifecycle	4.1 Manage information as a strategic asset 4.2 Implement good working practices that maximise the use of information as a corporate asset
5. Understand how access to information can be granted and revoked	5.1 Identify assurance issues in context of wider-Defence guidance 5.2 Explain the reasons for protecting confidentiality 5.3 Explain the rationale behind protective markings, caveats and descriptors 5.4 Differentiate between investments in technology/procedures and business risk mitigation



	5.5 Explain the review and access permissions according to the user community and information content
6. Manage best practice measures for physical security	6.1 Identify aspects of business for which continuity is essential 6.2 Assess the tolerable length of any break in service 6.3 Provide the business lead in assessing the impact of damage or loss 6.4 Provide the business lead in assessing the impact of damage or loss
7. Manage the sharing of information with reference to the concepts of IM	7.1 Explain the risk and benefit assessment 7.2 Explain how corporate information is held 7.3 Act as management authority for permissions groups 7.4 Describe the business rationale for permissions groups and the way that these are implemented technically 7.5 Assess critical corporate information held 7.6 Administer staff leaving the unit 7.7 Develop and review standard distribution lists 7.8 Assess the benefits and risks of sharing information outside the community
<b>Additional information about the unit</b>	
Unit aim(s)	This unit is about appraising Defence record keeping, applying practical security measures and sharing information
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit requires the workplace assessment of occupational competence wherever practicable. For the knowledge and understanding component of the unit, assessment from a learning and development environment is allowed
Name of the organisation submitting the unit	Defence Awarding Organisation

<b>URN:</b>	R/506/9696
<b>Title:</b>	Manage and advise on organisational information requirement and information infrastructure
<b>Level:</b>	4
<b>Credit value:</b>	4
<b>GLH</b>	20
<b>TQT</b>	40
<b>Learning outcomes</b>	<b>Assessment criteria</b>
<i><b>The learner will:</b></i>	<i><b>The learner can:</b></i>
1. Understand the sources of advice and guidance on record keeping practice	1.1 Justify the business requirement for reliable, relevant and accurate information 1.2 Describe the need for independent audits of the Quality Management System (QMS)
2. Manage organisational records	2.1 Advise on standards of accuracy for information on the business requirement 2.2 Apply information assurance strategy and operating procedures 2.3 Maintain information assurance strategy and operating procedures 2.4 Provide advice to users on the reliability, relevance and accuracy of information 2.5 Develop and manage a QMS for Information Management (IM) 2.6 Manage information flows 2.7 Identify where errors and omissions are occurring 2.8 Identify a range of practical solutions to rectify errors 2.9 Commission periodic independent audits of the QMS
3. Engage with the business users on their information requirement	3.1 Explain the contribution IM applications/systems can make to the business 3.2 Describe how resource plans are developed 3.3 Summarise a business case for an IM task 3.4 Describe the way the organisation undertake its IM tasks
4. Be able to select an appropriate presentation format to add value to information	4.1 Formulate the format that best meets the business need and complies with the required standards 4.2 Provide broad advice, but refers to technical specialist when the technical performance of tools is an issue 4.3 Demonstrate use of standard IM tools to create an information response 4.4 Recognise task output to the information requirement 4.5 Examine critically and draw conclusions from the conduct

	<p>of an IM task</p> <p>4.6 Give a presentation to the relevant management chain in line with organisational procedures</p>
5. Produce retrieved information in a form that best meets business requirements	<p>5.1 Summarise information in a way that meets business requirements</p> <p>5.2 Review organisation processes to assist users in deriving information requirement</p>
6. Identify information needed by business units to meet their business objectives	<p>6.1 Describe how websites and team sites can support business users</p> <p>6.2 Conduct an in-depth analysis to derive the organisation electronic information infrastructure</p> <p>6.3 Appoint necessary change agents and IM representatives across an organisation</p> <p>6.3 Select and adapt an appropriate template if necessary</p> <p>6.4 Coordinate the production of a collaborative working e-platform for an organisation based on the analysis conducted</p> <p>6.3 Explain the opportunities and constraints for transferring information to other systems</p>
<b>Additional information about the unit</b>	
Unit aim(s)	This unit is about engaging with the user community and various stakeholders to identify their information needs and to design appropriate collaborative working e-platforms
Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit requires the workplace assessment of occupational competence wherever practicable. For the knowledge and understanding component of the unit, assessment from a learning and development environment is allowed
Name of the organisation submitting the unit	Defence Awarding Organisation

<b>URN:</b>	H/506/9694
<b>Title:</b>	Deliver information management business plans
<b>Level:</b>	4
<b>Credit value:</b>	4
<b>GLH</b>	15
<b>TQT</b>	40
<b>Learning outcomes</b>	<b>Assessment criteria</b>
<i>The learner will:</i>	<i>The learner can:</i>
1. Understand Information Management (IM) benefits using common standards across Defence	1.1 Describe the organisations IM standards are fit for purpose 1.2 Demonstrate how IM practice can best support local business/operational needs 1.3 Detect and report issues with existing standards 1.4 Explain metadata, IM practices and related legal requirements 1.5 Determine whether the correct standards are being applied
2. Compile a business case for addition or removal of a service	2.1 Negotiate with the service provider over delivery times 2.2 Identify the need for catalogue services 2.3 Manage the local budget for enhanced or catalogue services 2.4 Manage all requests 2.5 Manage systems and monitor team storage areas for under or over utilisation
3. Produce an organisation information management plan	3.1 Identify the various contexts the organisation is operated within 3.2 Analyse and identify the various information needed within those contexts 3.3 Derive how those information flows across the organisation 3.4 Identify the various constraints that could affect the information flows 3.5 Explore the options to minimise the constraints 3.6 Design the necessary solution(s) to address the information requirement for the business 3.7 Produce the necessary (action) information management business plan
<b>Additional information about the unit</b>	
Unit aim(s)	This unit is about analysing and exploring information requirement in an organisation and developing information management business plan to meet those information needs

Assessment requirements specified by a sector or regulatory body (if appropriate)	This unit requires the workplace assessment of occupational competence wherever practicable. For the knowledge and understanding component of the unit, assessment from a learning and development environment is allowed
Name of the organisation submitting the unit	Defence Awarding Organisation