

Development objective:

Please explain the development objective you have identified, and why. Please identify the competency or competencies from the ARA's framework that you think relates to the objective.

I am an archive and records management consultant. The General Data Protection Regulation (GDPR) was the first major change to Data Protection legislation in England since 1998 and wide-ranging in scope. I needed to refresh my own knowledge and understand the new regulatory framework.

Competency: B1. Using and managing information systems, records and data

Development period:

The date or dates which the development took place.

████████████████████

Development activity:

What activity did you undertake to meet the objective? This should include details of events, training courses, workplace activity or voluntary activity outside the work place.

I learned about the new GDPR by completing and studying online training resources. I also kept in touch with ARA Today and other ARA-related news to see what training events may be organised. Fortunately, the ARA had organised a GDPR training event (but some distance from where I am based). I also discussed GDPR and its practical application with colleagues who I remain in contact with. In addition, I applied my existing professional data protection skills and knowledge where these were still valid from previous regulatory regimes.

I put this new knowledge into practice with an important client in the education sector. I met with them to understand how they currently used and managed records and data, what policies they had in place and applied, and what particular concerns they had regarding GDPR. I then used this insight to plan how I add value to the level of service offered.

There were two key areas which I delivered; reviewing and revising existing Privacy Notices and associated documents and providing advice on other data use and reviewing/revising further documentation where necessary.

Following my initial meeting with the client I completed much of the document revision remotely, providing new drafts for comment and arranging teleconferences to go discussion issues and agree changes. I felt it was important that I helped my client understand the changes I proposed, and why I had proposed them. I also advised on how permissions and consents might be obtained in an efficient way, and provided a Q&A guide for my client's employees.

I also designed and delivered a training session to bring front line staff and managers up to date with key changes.

Reflection:

Use examples to show how you have applied what you have learned to your work. Think about what went well, what didn't go well, and how you will continue to develop.

It was clear from the start that the scale of the project would include developing updated guidance and tackling the organisation's culture through initial engagement and follow-up training.

I was satisfied that my level of preparation was appropriate, as I was quickly able to advise on key areas and offer options that will ensure compliance. My client's level of awareness of GDPR and its impacts/consequences varied. The approach I chose was to initially walk my client through why its policies and culture needed to change, and the consequences of data breaches and publishing information without explicit permission. Although there was a negative side to this, as my client hadn't fully understood the implications, I thought it would be helpful in focussing minds. This approach certainly helped address culture change within the organisation, but I suspect it may have been too much of a blunt instrument for some.

I am however in two minds on the value of teleconferences with this project. They do have a role to play in ongoing discussion, and they do overcome issues of distance and travel. However, given the subject matter and the type of client involved, the teleconferences would have benefitted from a tighter agenda with more specific points. There was some unnecessary repetition of questions and some returning to points already addressed. Face to face meetings would have helped here