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# Learning and Development Program Development Procedure

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## 1. Purpose

The Program Development procedure provides a structured approach to the management of WACHS Learning and Development resources and programs that are hosted within Capabiliti Learning Management System (LMS).

This procedure outlines the process for program development (internal or external) and sourcing of external programs for use across the WA Country Health Service (WACHS).

This procedure is to be read in conjunction with the WACHS [Workforce Learning and Development Policy](#).

## 2. Overview

All WACHS eLearning and events programming is accessed via the LMS. The LMS is the primary system for the administration, reporting and registration for learning activities within WACHS.

All programs in the LMS require governance standards that outline why the program is required by WACHS and the minimum standards for delivery of that program. All programs in the LMS have Executive endorsement.

WACHS program development consists of:

**Externally Sourced Programs** - External learning resources may be sourced where one is available that meets the organisation's needs, the expertise to develop the program is held externally and/or or it is not cost effective to develop our own program. WACHS may utilise program resources from other agencies and Health Service Providers (HSPs) for the purposes of:

- consistency with other HSPs
- accessing expertise or resources that are not available within WACHS.

**Internally Developed Programs** - Programs may be developed internally where the learning resource is not available via external sources and/or where content expertise exists within WACHS and where it is cost effective to develop the program internally.

**Program Reviews** – where a program needs to be updated due to outdated content or there are changes to policy, legislation or other significant reasons such as an audit or a program evaluation review.

Key project roles	
Roles	Accountability
Executive Sponsor	The Executive Sponsor is accountable for the development/funding and final endorsement of all learning program/resources. The Executive Sponsor could be a member of the WACHS or Regional Executive.
L&D Manager	The L&D Manager oversees the initial set up of the program development process.
Program Lead	The Program Lead is the primary person identified by the Executive sponsor to develop the content or to investigate accessing the content via an external provider. This is the key person that WACHS L&D is to liaise with throughout the development process.
Review Team	The Review Team is to consist of content experts from at least three (3) WACHS regions to ensure WACHS-wide relevance of program. Where necessary, the review team is to consist of interdisciplinary members.
Consumer / Consumer Representative	The Executive Sponsor is to determine whether consumer input is to be sought in the development and/or delivery of the program. This may include inviting a consumer/ consumer representative to be a part of the review team.
L&D Program Development Officer(s)	The WACHS Learning and Development Program Officer(s) work with the Program Lead and review team as required, to complete the program and then publish to the WACHS LMS.

### 3. Procedure Stages

It is important that each stage of the procedure be followed to ensure a smooth and effective program development outcome.

Stage 1 – Review of Program Development Required	
At this stage, the requestor is to identify the program development requirements.	
Roles	Actions
Executive Sponsor & Program Lead	<p>Prior to initiating a request for a program to be developed or purchased, the requester is to:</p> <ul style="list-style-type: none"> <li>identify the actual learning needs and establish learning objectives to meet these needs</li> <li>check if existing resources already exist that could be adopted or modified.</li> </ul> <p>Program Lead contacts the WACHS Learning and Development (L&amp;D) Manager to discuss the proposed program development/ review.</p>

<b>Stage 2 – Establish Program Development scope/ Review Team</b>	
<b>Roles</b>	<b>Actions</b>
Program Lead	<p>Establishes the scope of the program.</p> <p>Convenes a team of key content specialists that comprise the review team.</p> <p>The target audience and Learning Objectives are finalised. Any required additional review team members are invited.</p> <p>WACHS Program Development Submission form is completed.</p>
L&D Manager	<p>Program Development Submission form is received and reviewed by the L&amp;D Manager.</p> <p>The program is added to the L&amp;D Program Development Schedule.</p> <p>When prioritised for action, the work is assigned to an L&amp;D Program Development Officer. The Program Lead and the Program Development Officer will receive an email detailing the scope of the program.</p>

<b>Stage 3 – Program Development Planning</b>	
<b>Roles</b>	<b>Actions</b>
Program Lead & Program Development Officer	<p>Meet to clarify the scope and logistics of the project.</p>
Program Lead	<p>Coordinates the initial program planning meetings and invites the assigned L&amp;D Program Development Officer and Review Team members.</p> <p>The scope of work is discussed in relation to the learning objectives, learning formats (face to face, videoconferencing, eLearning, etc.) and associated resources required, assessment resources (if required), project milestones, implementation strategy, evaluation processes and to determine a program development timeline for each stage.</p> <p>Documents any scope of work specifics to manage the program development.</p> <p>Available resources collated and disseminated to review team.</p>
L&D Program Development Officer(s)	<p>Ensures all program checklist items are addressed and agreed upon.</p> <p>Assigns the code and level/s and updates the L&amp;D Program Catalogue.</p> <p>Distributes appropriate tool box resources to the Program Lead.</p> <p>A Program Took box may include and/all of the following:</p> <ul style="list-style-type: none"> <li>• Program Development Guide/s.</li> <li>• Lesson Plan template.</li> </ul>

	<ul style="list-style-type: none"> <li>• PowerPoint template.</li> <li>• Storyboard template.</li> <li>• Articulate template.</li> <li>• Self-Directed Package (SDLP) templates.</li> </ul>
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<b>Stage 4 – Program Development</b>	
<b>Roles</b>	<b>Actions</b>
Program Lead	<p>Drives the program development to the stage where all content is in final draft stage.</p> <p>Develops an implementation and communication plan for identified stakeholders.</p> <p>Reports on progress of the project to the WACHS L&amp;D Network.</p>
Review team	<p>The review team is to develop the resources utilising WACHS L&amp;D tool kit items and to source resources (i.e. images, related documents, videos) as required.</p> <p>Contributes to the content development and review process under the scope and allocated timeframes.</p>
L&D Program Development Officer(s)	<p>On receipt of the final content file, including all developed tools, undertakes the program development. Liaises with the review team, as required, throughout the development/ review process.</p>

<b>Stage 5 - Testing</b>	
<p>At this stage, testing of the program is to be undertaken. The process of program testing and review can facilitate feedback on program quality, consistency of terminology, style and layout, consumer involvement, interactivity and a learner perspective.</p>	
<b>Roles</b>	<b>Actions</b>
Program Lead	<p>Facilitates and ensures the testing members are identified.</p> <p>Advises the Program Development Officer of Tester contact details.</p> <p>Collates the testing feedback and liaises with the Program Development Officer until the final product is endorsed by the review team.</p>
Review Team	<p>Liaises with staff from across various regions (and disciplines where required) to review the draft resources to ensure the product being developed is fit for purpose across WACHS/ target audience.</p> <p>Stakeholder and consumer review and input may be sought at this stage.</p>
L&D Program Development Officer(s)	<p>Coordinates the testing of the program and LMS set up.</p> <p>Advises L&amp;D network at meetings that Testing Stage is in progress.</p> <p>Advises the L&amp;D Manager once testing is completed and that the executive approval stage is ready.</p>

<b>Stage 6 - Production</b>	
Exec endorsement and publishing program in the WACHS LMS.	
<b>Roles</b>	<b>Actions</b>
L&D Program Development Officer(s)	<p>Emails the Executive Sponsor to review/ approve the final resources for publishing to the LMS</p> <p>Once approved:</p> <ul style="list-style-type: none"> <li>• updates the Program Schedule of Work</li> <li>• updated the Program Catalogue</li> <li>• coordinates the communication of the new/ revised program completion and publication to the L&amp;D Network and the Program Lead.</li> </ul>
Executive Sponsor	Conducts a final review of the program. Approves the Program for Production request or makes comment for further amendments and returns this to L&D Program Development Officer.
Program Lead	Coordinates the communication of the new/ revised program and any associated implementation strategies to any other key stakeholders as required. Or, if Executive approval is denied, returns to Stage 4 to make necessary amendments.

<b>Stage 7 - Evaluation</b>	
<b>Roles</b>	<b>Actions</b>
L&D Manager	Liaises with Program Leads regarding review of programs as required. (SCORM program evaluations one (1) month and six (6) months after being published to the LMS).
L&D Program Development Officer(s)	<p>Program evaluations provided to Program Lead.</p> <p>Minor issues identified and fixed.</p> <p>Where content changes are recommended, to liaise with Program Lead (and review team) to commence a full review/ development cycle.</p>

<b>Stage 8 – Program Review</b>	
All programs require a review of content relevance, accuracy, validity following two (2) years of being published to the LMS.	
<b>Roles</b>	<b>Actions</b>
L&D Manager	Notifies Executive Sponsor that program review is due.
Executive Sponsor	Notifies Program Lead of requirement to begin review process or re-assigns Program Review to a new lead where appropriate.
Program Lead	Commences Stage 1 of this procedure.

## 4. Roles and Responsibilities

### All Staff

All staff are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be.

## 5. Compliance

Failure to comply with this policy document may constitute a breach of the WA Health system MP0031/16 Code of Conduct (Code). The Code is part of the [Integrity Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

## 6. Records Management

All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System.

[Records Management Policy](#)

## 7. Evaluation

This procedure is to be reviewed every two (2) years, or as necessary.

## 8. Standards

[National Safety and Quality Health Service Standards](#)

## 9. Related Policy Documents

[WACHS Workforce Learning and Development Policy.](#)

**This document can be made available in alternative formats  
on request for a person with a disability**

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<b>Directorate:</b>	Workforce	<b>TRIM Record #</b>	ED-CO-15-65111
<b>Version:</b>	4.00	<b>Date Published:</b>	19/12/2019

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