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# Learning Integrity Project Procedure

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## 1. Guiding Principles

Effective: 9 August 2021

The Learning Integrity Project procedure provides a structured approach to the management of WA Country Health Service (WACHS) Learning and Development (L&D) educational and competency assessment resources that are hosted within the Learning Management System (LMS).

This procedure outlines the process for education and assessment resource development (internal or external) and sourcing of external education resources for use within WACHS.

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

## 2. Procedure

### Governance

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

When an educational resource or competency verification process gap is identified, the supporting information needs to be raised with the appropriate governing body such as a WACHS National Safety Quality Health Service (NSQHS) Standard Committees, [WACHS Executive Committees](#) Regional Safety and Quality Committee, or other WACHS / Regional / Site network / committee.

It is the Committee Chairperson's accountability to identify:

1. if the requirement is WACHS wide or regional/site specific
2. who would be the most appropriate lead person / position to manage the project.

Each Learning Integrity Project needs to go through a project cycle which includes planning, development, testing, implementation and evaluation phases. A start and end date for the project, regardless of the level of development required, must be identified.

The Project Management tools that will be applied to each program includes:

- Pre and Post survey for the Project Lead (project planning and preparation).
- POP – Project on a Page (high level aims of the program).
- Project Submission Form (seeking consultation and engagement with WACHS Learning & Development).

## WACHS Learning Integrity Project Procedure

The following risk matrix can be applied by the WACHS Learning and Development Manager to manage the Project Management process.

Project Type	High risk patient / employee outcomes;  New or changed policy / supporting S&Q data.	High risk patient / employee outcomes;  No governance / No supporting S&Q data.	Low risk patient / employee outcomes;  New or changed policy / supporting S&Q data.	Low risk patient / employee outcomes;  No governance / no supporting S&Q data.
New Project - External Sourced Resources				
New Project - Internal Developed Resources				
Existing Project - Review				
Existing Project - Repair				

For a project to be endorsed for progression to development and publishing in the LMS, the following governance criteria must be applied:

- WACHS Executive endorsement.
- Complies with the WACHS Workforce L&D Policy.
- Supported by WACHS or Department of Health (DoH) Policy / legislative requirements / National Safety & Quality Health Service (NSQHS) Standard requirement / organisational requirement / local requirement statements.
- An Executive Sponsor and Program Lead have been identified.
- Learning objectives have been endorsed, setting a minimum skill level requirement.
- Defined target audience.
- Clear program notes for the LMS landing page of the learning / assessment resources.
- Clear recording and reporting requirements.
- Continuous Professional Development (CPD) hours allocation, to the nearest hour.
- Endorsed, standardised trainer / competency facilitator resources (Lesson Plans, PowerPoint presentation, assessment guides etc).
- WACHS evaluation processes that includes a set evaluation cycle that provides measurable data on return on investment and determines the life cycle of the project.
- Where applicable, all projects must have identified Recognition of Prior Learning (RPL) elements - copies of certificates / list of approved external providers.
- Where applicable, all project resources should be accessible beyond the Health fire wall (if able and appropriate).
- Be registered in the WACHS Program Catalogue.

There are 4 types of learning and / or competency assessment project development categories:

1. Externally Sourced Resources - External learning resources may be sourced where one is available that meets the organisation’s needs, the expertise to progress the project is held externally and/or or it is not cost effective to develop our own resources. WACHS may utilise resources from other agencies and Health Service Providers (HSP’s) for the purposes of:
  - consistency with other HSPs
  - accessing expertise or current evidence-based resources that are not available within WACHS.
2. Internally Developed Resources - may be developed internally where the learning/assessment resource is not available via external sources and/or where content expertise exists within WACHS and where it is cost effective to develop the required resources internally.
3. Resource Review – where a resource 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.
4. Resource Repairs – where the content of a resource has changed since it was published. These repairs are typically related to broken hyperlinks embedded within the resource. Depending on the complexity of the repair WACHS L&D may requested a Learning Integrity Development Submission form be provided so that the work can be undertaken in a structured and prioritised manner. If the repair is low/minimal, the Program Development Officer scheduled on the WACHStraining email inbox will undertake the work.

**Learning Integrity Project Stages:**

- Stage 1: Project Planning
- Stage 2: Resource Development
- Stage 3: Testing
- Stage 4: Implementation
- Stage 5: Project Evaluation

**Learning Integrity Project - Stage Actions: Roles and Responsibilities**

Stage 1 – Project Planning	
Roles	Responsibilities
Executive Sponsor	The Executive Sponsor needs to ensure that they have oversight of the project scope (POP) and are supportive of the: <ol style="list-style-type: none"> <li>1. rationales for development (why is the project needed),</li> <li>2. project term (when is the expected start and finish),</li> <li>3. target audience (who will be required to complete the learning and / or assessments),</li> </ol>

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	<p>4. learning and performance outcomes (how will the investment in the development and implementation of the project be measured).</p> <p>Whilst the Project Lead will have day to day management of the project, the Executive sponsor has responsibility for endorsement of all underpinning governance and the associated learning / assessment elements, resulting in the final sign off to publish the project resources in the LMS.</p>
Project Lead	<p>The Project Planning stage is important to scope out all elements of the project including clear identification of what the outcomes of the project and the associated learning/assessment resources will be. The Project Lead will identify how the project will be managed, who needs to be involved and provide leadership, ensuring commitment by all members to participate fully in achieving the project deliverables.</p> <p>For WACHS-wide programs, the Project Team members should be sought from all regions. Review team membership must consist of representation from <b>at least 3 regions</b>.</p> <ul style="list-style-type: none"> <li>• Where required, content specialists must represent a variety of disciplines.</li> <li>• Finalise the target audience and Learning/Performance Objectives.</li> <li>• Invite additional review team members if required.</li> <li>• Notify the Executive Sponsor if Project Team members are unable to perform the required actions.</li> </ul> <p>The Project Lead must familiarise themselves with the Learning Integrity Project toolkit resources:</p> <ul style="list-style-type: none"> <li>• Program Development Guide/s.</li> <li>• Lesson Plan template.</li> <li>• PowerPoint template.</li> <li>• Storyboard template.</li> <li>• Articulate template.</li> <li>• Self-Directed Package (SDLP) templates.</li> <li>• Reflective Practice Tool.</li> <li>• Competency assessment verification templates.</li> </ul> <p>The Project Lead is accountable to complete:</p> <ul style="list-style-type: none"> <li>• The POP.</li> <li>• Pre and post surveys (to determine the Project Lead’s initial project perceptions and how they will evaluate the project outcomes).</li> <li>• Program Development submission.</li> </ul> <p>The Project Lead is to contact the L&amp;D Manager once they have submitted the Program Development submission.</p>

L&D Manager	<p>Meet with the Project Lead, review all of the required project documents, and recommend strategies to ensure successful completion of all stages of the Learning Integrity Project by the Project Lead and their Team.</p> <p>L&amp;D Manager to determine which L&amp;D Program Development Officer will support the Project Lead and Team.</p>
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Stage 2 – Resource Development	
Roles	Actions
Project Lead	<ul style="list-style-type: none"> <li>• In consultation with the L&amp;D Program Development Officer, establish a Records Manager file to house all communication, working documents and associated resources.</li> <li>• Establish the project team meetings:                             <ul style="list-style-type: none"> <li>○ Meetings must be frequent and regular to ensure the project deliverables are met within the agreed timeframes.</li> <li>○ Meeting notes/minutes are to be recorded in the Records Manager files for the project</li> <li>○ Communicate meeting actions and outcomes to the Project Team, Executive Sponsor and L&amp;D Program Development Officer.</li> </ul> </li> <li>• Facilitate the development of all project resources and deliverables to the stage where all elements are in final draft stage. Project elements may be inclusive of:                             <ul style="list-style-type: none"> <li>○ WACHS policy / Regional or Site Procedure documents;</li> <li>○ Learning resources – lesson plans, PowerPoint presentations, eLearning storyboard, intranet page resources;</li> <li>○ Competency assessment resources – verification tools, Competency Facilitators guidelines;</li> <li>○ Project Evaluation tools – measuring completion of planning, development, implementation and review phases and the actions of team membership including adherence to timeframes;</li> <li>○ Project Outcome Evaluation Tools – measuring the impact of the implementation of the Learning Integrity Project on the workforce / consumer</li> </ul> </li> <li>• Develop an implementation and communication plan for identified stakeholders.</li> <li>• Seek any advice from the Program Development Officer(s).</li> <li>• Notify the Executive Sponsor if any issues arise including:                             <ul style="list-style-type: none"> <li>○ inability to meet agreed timeframes,</li> <li>○ poor participation of team membership,</li> <li>○ changes to POP (deliverables) are identified as being necessary.</li> </ul> </li> </ul>

Project team	<ul style="list-style-type: none"> <li>• Actively participant in the project as directed by the Project Lead.</li> <li>• Communicate with the Project Lead if unable to participate / complete actions within defined timelines</li> <li>• Maintain records of your participation in the Project Team in the LMS – record time spent in meetings / developing resources etc as evidence of your Continuous Professional Development (CPD).</li> <li>• Ensure that you keep those that you are representing informed of the project activities during all stages.</li> <li>• Source project resources (i.e. images, related documents, videos) as required.</li> <li>• Actively contribute to the planning, development, implementation and evaluation processes under the scope of the project and within the allocated timeframes.</li> </ul>
L&D Program Development Officer(s)	<ul style="list-style-type: none"> <li>• Provides advice to the Project Lead on systems and processes in relation to Learning Frameworks/LMS data in preparation for the implementation phase.</li> <li>• Where eLearning development is required, receives all final draft resources from the Project Lead and undertakes the eLearning resource development             <ul style="list-style-type: none"> <li>○ Informs the Project Lead and L&amp;D Manager on expected timeframes for delivery of a draft eLearning resource for review by the Project Team.</li> <li>○ Notifies the Project Lead if insufficient information and resources have been provided for the development of the eLearning resource</li> </ul> </li> <li>• Utilise <a href="#">Project Development Checklist</a></li> <li>• Creates Record Manager folder for project and saves:             <ul style="list-style-type: none"> <li>○ PoP / Submission / emails / draft resources</li> </ul> </li> <li>• Reserves project code in LMS – initial LMS set-up (unpublished)</li> <li>• Adds project title and known information to Program Catalogue</li> <li>• Includes project title in Reflective Practice / Evaluation DCT             <ul style="list-style-type: none"> <li>○ Adds Project Lead to Data Viewing Group</li> </ul> </li> </ul>

Stage 3 - Testing	
Roles	Actions
Project Lead	<ul style="list-style-type: none"> <li>• Identifies staff members for testing the program.</li> <li>• Advise the Program Development Officer of Tester contact details.</li> <li>• Facilitates testing and collates feedback</li> <li>• Liaises with Program Development Officer until final product is endorsed by review team</li> </ul>

Project Team	<ul style="list-style-type: none"> <li>• Liaise 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.</li> <li>• Stakeholder and consumer review and input may be sought at this stage.</li> </ul>
L&D Program Development Officer(s)	<ul style="list-style-type: none"> <li>• Coordinates the testing of the program                             <ul style="list-style-type: none"> <li>○ Publishes draft eLearning program to Z drive / LMS (with viewing group)</li> <li>○ Publishes draft eLearning to Word version and saves to Records Manager folder</li> <li>○ Provides time estimate for delivery of updated resources</li> <li>○ Sends draft resources to Project Lead</li> <li>○ Sends <a href="#">Executive Endorsement Email Template</a> to Project Lead.</li> </ul> </li> </ul>

Stage 4 – Implementation	
Roles	Actions
Project Lead	<p>Email the Executive Sponsor to review and approve/decline the final resources for publishing to the LMS and to advise of the review dates/requirement,</p> <p>Once approved liaise with the assigned Program Development Officer. Manage the communications to the stakeholders and targeted staff. This may include a WACHS Global, <a href="#">L&amp;D Network email</a>.</p>
L&D Program Development Officer	<p>Once approved:</p> <ul style="list-style-type: none"> <li>• finalise publish in the LMS</li> <li>• update the Program Catalogue</li> <li>• update the Network News</li> <li>• save all resources / emails in Records Manager folder</li> </ul>

Stage 5 – Project Evaluation	
Roles	Actions
Project Lead	<ul style="list-style-type: none"> <li>• Liaise with <a href="mailto:WACHSTraining@health.wa.gov.au">WACHSTraining@health.wa.gov.au</a> regarding review of programs as required at the required schedule of One (1) month, six (6) months and two (2) yearly intervals after being published to the LMS).</li> <li>• Utilise the <a href="#">Evaluation Resources</a> to access data (Reflective Practice Tool).</li> <li>• Conduct the evaluation</li> <li>• Retrieve program evaluations/ reflective practice tools from DCT. (L&amp;D to provide those from survey responses.</li> <li>• Where content changes are recommended, liaise with Project Executive Lead (and project team) to commence a full review/ development cycle (stage 1).</li> </ul>



### 3. Definitions

<b>Project Development</b>	The creation of educational and competency assessment resources such as an eLearning program, F2F (event) training resources, competency assessment verification tools.
<b>WACHS L&amp;D</b>	WACHS Learning and Development team
<b>POP</b>	Project on a Page resource
<b>LMS</b>	Learning Management System

### 4. Roles and Responsibilities

Key project roles	
Roles	Accountability
Executive Sponsor	The Executive Sponsor is accountable for the development/funding and final endorsement of all learning and assessment resources. The Executive Sponsor could be a member of the WACHS or Regional Executive.
L&D Manager	The L&D Manager oversees adherence to the process.
Project Lead	The Project Lead is the primary person identified by the Executive sponsor to drive and own the overall project and is the accountable person for the project outcomes, including the implementation and evaluation phases.
Project Team	The Project Team is to consist of content experts from at least three (3) WACHS regions to ensure WACHS-wide relevance of program. Where necessary, the project team is to consist of interdisciplinary membership.
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 Project Team.
L&D Program Development Officer(s)	The WACHS Learning and Development Program Officer(s) work with the Project Lead and team as required, to complete the resource development and publish to the WACHS LMS following final Executive endorsement.



### 5. Compliance

This procedure is associated with the WACHS Learning & Development policy. Failure to comply with this procedure may constitute a breach of the WA Health 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 program development associated documents and resources will be stored in the WACHS Learning & Development Record Management System > Education and Training folders.

All WACHS corporate records must be stored in the approved Electronic Documents and Records Management System in accordance with [Records Management Policy](#).

### 7. Evaluation

Monitoring of compliance and evaluation of this procedure is to be carried out by Manager Learning & Development, every 2 years using the following means or tools:

- Consultation with Executive Sponsors and Content leads
- Program review with the WACHS Learning & Development Program Development Officers.

This evaluation stage does not examine the evaluation or review of individual program areas.

### 8. Standards

[National Safety and Quality Health Service Standards](#) – 1.20

### 9. Legislation

Nil

### 10. References

Nil

### 11. Related Forms

Nil

## 12. Related Policy Documents

[WACHS Learning & Development Policy](#)

## 13. Related WA Health System Policies

Nil

## 14. Policy Framework

[Information Management](#)

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