



# Learning Resources Development Procedure

## 1. Purpose

The Learning Integrity Resource Procedure provides a structured approach to the management of WA Country Health Service (WACHS) educational, training and competency assessment resources

This procedure outlines the process for planning, development, testing, implementation and evaluation of internal or external education and assessment resources for use within WACHS.

This procedure is to be read in conjunction with the WACHS [Mandatory and Role Essential Training Policy](#).

## 2. Procedure

The WACHS Learning Management System (LMS) is the recognised system for the administration and compliance reporting of mandated, role essential and recommended learning activities within WACHS.

When a mandated or role essential training resource need is identified, support for development must be raised and endorsed by the Learning and Development Mandatory Advisory Group. For recommended learning to be developed or reviewed, the Executive Lead for the program area can endorse.

The Resource Development intranet page provides a range of strategies, tools and resources to support all stages of learning resource development, implementation and evaluation.

Stage 1 – Scoping	
Roles	Actions
Resource Lead/WACHS Educator or SME	<ul style="list-style-type: none"> <li>completes the <a href="#">Resource Development Request Form (RDRF)</a>.</li> </ul>
L&D Manager / Resource Lead	<ul style="list-style-type: none"> <li>On receipt of the RDRF Form, the Learning and Development (L&amp;D) Manager will contact the Resource lead to review. This meeting will clarify any elements of the request and define the support and work that the L&amp;D team need to provide. Work will prioritised using the <a href="#">WA Health Risk Assessment</a> tables. The L&amp;D Manager will assign the work via the Schedule of Work.</li> <li>If the scope is related to mandatory or role essential training requirements (including development of new and reviews of existing mandatory resources), the L&amp;D Manager will table</li> </ul>

	<p>the form at the WACHS Mandatory Training Advisory Group for submission to WACHS Executive.</p> <ul style="list-style-type: none"> <li>• If approved, the submission form will be allocated by the Manager L&amp;D to the Program Development Officer to then work with the Resource Lead / SME.</li> </ul>
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## Stage 2 – Defining & Developing Resource Development

Roles	Actions
Resource Lead/SME and Program Development Officer	<ul style="list-style-type: none"> <li>• Once the RDRF has been assigned to the Program Development Officer, the Program Development Officer makes a meeting with the SME / Resource Lead and works in partnership / collaboration to develop / review the resources and required actions to publish the resources. Consideration needs to be given by the Resource Lead of <a href="#">Consumer engagement</a> is required in the review or development of any resources.</li> <li>• If required, the Program Development Officer completes the <a href="#">Resource Development Action Form</a>.</li> </ul>
Resource team	<ul style="list-style-type: none"> <li>• actively participate in all stages of planning, development, testing, implementation and evaluation as directed by the Resource Lead.</li> <li>• communicate with the Lead if unable to participate / complete actions within defined timelines.</li> <li>• keep those that you are representing informed of the progress, decisions and activities during all stages.</li> </ul>
Program Development Officer(s)	<ul style="list-style-type: none"> <li>• receives all final draft resources from the Resource Lead and undertakes the resource/s development <ul style="list-style-type: none"> <li>○ informs the Resource Lead on expected timeframes for delivery of a draft learning resource/s for review by the Resource Team</li> <li>○ updates the Schedule of Work at each key stage of development/ review</li> <li>○ notifies the Resource Lead if insufficient information and resources have been provided</li> </ul> </li> <li>• utilise <a href="#">Resource Development Checklist</a></li> <li>• creates Record Manager folder for resource and saves: <ul style="list-style-type: none"> <li>○ RDRF</li> <li>○ submission</li> <li>○ emails</li> <li>○ draft resources</li> </ul> </li> <li>• where required, reserves course code in LMS – initial LMS set-up (unpublished)</li> <li>• adds resource title and known information to L&amp;D Resource Catalogue</li> <li>• where applicable includes resource title in Reflective Practice Evaluation resource.</li> <li>• updates the Schedule of Work document</li> </ul>

<b>Stage 3 – Validation of the Resource(s)</b>	
<b>Roles</b>	<b>Actions</b>
Resource Lead	<ul style="list-style-type: none"> <li>identifies staff members for testing the resource (in addition to the Resource Team members).</li> <li>advises the Program Development Officer of tester contact details.</li> <li>facilitates testing and collates feedback – evidence of testing to be filed in RM folder created for the resource/s</li> <li>liaises with Program Development Officer until final resource is endorsed by review team.</li> </ul>
Resource Team	<ul style="list-style-type: none"> <li>liaises with target audience staff (from across various regions and disciplines where required) to review the draft resource/s to ensure the product being developed is fit for purpose Stakeholder (e.g. Managers, Directors, Consumers) input to be sought at this stage.</li> </ul>
L&D Program Development Officer(s)	<ul style="list-style-type: none"> <li>facilitates and coordinates the validation of the resource/s</li> <li>provides draft versions of resources to the Resource Lead – NB to be watermarked / badged as Draft</li> <li>when the process is completed and recommended changes received, provides time estimate for delivery of updated resources</li> <li>when products are finalised – removes watermarks / draft badges and provides resources / links to Resource Lead.</li> <li>updates the Schedule of Work document.</li> </ul>

<b>Stage 4 – Implementation</b>	
<b>Roles</b>	<b>Actions</b>
Resource Lead	<ul style="list-style-type: none"> <li>emails the Executive Sponsor to review and approve/decline the final resources for implementation</li> <li>advises Executive and Development Team of the review dates/evaluation requirements and evidencing achievement or failure of meeting the identified learning outcomes / deliverables</li> <li>Once approved, liaises with the assigned Program Development Officer</li> <li>Manages the communications to all stakeholders and target audiences. This may include, but not limited to, a WACHS Intranet page announcement, <a href="#">L&amp;D Network email, attendance at L&amp;D Network meetings, tabling/presentation at key staff meetings</a> CE News item.</li> </ul>
L&D Manager	<ul style="list-style-type: none"> <li>advises the WACHS Mandatory Training Advisory Group of the outcome.</li> </ul>
L&D Program Development Officer	<ul style="list-style-type: none"> <li>updates the L&amp;D Resource Catalogue</li> <li>saves all resources / emails in Records Manager folder</li> <li>notifies the Manager L&amp;D of resource implementation readiness and strategies</li> <li>publishes eLearning resources / training events for LMS reporting into WACHS LMS</li> </ul>

	<ul style="list-style-type: none"> <li>updates the Schedule of Work document.</li> </ul>
L&D Officer	<p>If support is required for hosting a virtual education session, the Resource Lead can email <a href="mailto:WACHSTraining@health.wa.gov.au">WACHSTraining@health.wa.gov.au</a>.</p> <p>Support includes:</p> <ul style="list-style-type: none"> <li>creating a course event</li> <li>updating attendance lists in the LMS</li> <li>saving the attendance sheet and any other resources in the appropriate Record Management file: Education and Training.</li> </ul>

Stage 5 – Resource Evaluation	
Roles	Actions
Program Development Officer	<ul style="list-style-type: none"> <li>at the monthly Program Development meeting, review the L&amp;D Resource Catalogue for all resources due for review (identified by publish date and last review date)</li> <li>remind the Resource Lead/SME to regularly source the evaluations and RFTs to gain intelligence on their resources.</li> </ul>
Resource Lead and SME	<ul style="list-style-type: none"> <li>conducts evaluation of all resources against the identified measurable outcomes / deliverables. This may include, but not limited to: <ul style="list-style-type: none"> <li>Safety and Quality / NSQHS Standards audit data</li> <li>consumer feedback</li> <li>Reflective Practice Results (available from WACHS L&amp;D)</li> <li>CIMS data</li> <li>evidence of transition of learning to practice e.g. evidence of daily work, peer review process, Employee Development goal achievement, exemplars, evidence of teaching others</li> <li>L&amp;D compliance reports</li> </ul> </li> <li>files all evidence of evaluation processes and results in the L&amp;D Records Manager file for the resource/s.</li> <li>where content changes are required because of evaluation evidence, the process will need to recommence at stage 1 – Scope.</li> <li>where no changes are required, notify WACHS L&amp;D via email to <a href="mailto:WACHS.Training@health.wa.gov.au">WACHS.Training@health.wa.gov.au</a> of completion of evaluation process and associated filing of evidence.</li> </ul>

### 3. Roles and Responsibilities

The **Executive Sponsor** is responsible for:

- the development/funding and final endorsement of all learning and assessment resources (
- determining whether consumer input is to be sought in the development and/or delivery of the resource (this may include inviting a consumer / consumer representative to be a part of the Resource Team)

The **Learning and Development Manager** is responsible for overseeing adherence to the process.

The **Resource Lead** is responsible for the resource development outcomes, including the implementation and evaluation phases.

The **Subject Matter Expert (SME)** is responsible for ensuring that the content contained in the resource is accurate, is best practice and is relevant for WACHS use.

The **Resource Team** is responsible for ensuring that the resources are suitable, that the content is relevant and assist in the promotion of the endorsed resources.

The **Learning and Development Officer** is responsible for working with the Resource Lead and team to complete the resource development and publish to the WACHS LMS following final executive endorsement.

The **Consumer / Consumer Representative** is responsible for working with the development team and providing input into the development of the resources.

**All staff** are required to work within policies and guidelines to make sure that WACHS is a safe, equitable and positive place to be. (This statement is not to be removed or altered).

## 4. Monitoring and Evaluation

### 4.1 Monitoring

Monitoring of this procedure is to be undertaken by the Manager Learning & Development, every quarter. The Manager Learning and Development and the Program Development Officers meet monthly and will monitor compliance to the procedure. This will be done by:

- reviewing resource evaluations
- surveying the Resource Leads on the process and areas for improvement

### 4.2 Evaluation

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 Resource Leads
- resource review with the WACHS Learning & Development Program Development Officers.

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

## 5. Compliance

This procedure is associated with the WACHS Learning & Development Policy that provides assurance to specific legislation requirements, National Safety and Quality Health Safety (SNQHS) Standards and policy requirements.

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 and procedures is mandatory.

## 6. References

Nil

## 7. Definitions

Term	Definition
Consumer / Consumer Representative	Consumers as partners in planning, design, delivery, measurement and evaluation of systems and services
Learning and Development	Learning and Development is the service function across WACHS that facilitates, develops training.
Learning Management System	Learning Management System is the WA Health system for hosting all training and education programs. Training records and training compliance records.
Resource Development	The creation of educational and competency assessment resources such as an eLearning program, F2F (event) training resources, competency assessment verification tools, videos and info graphics.

## 8. Document Summary

<b>Coverage</b>	WACHS Wide
<b>Audience</b>	All Staff
<b>Records Management</b>	Non Clinical: <a href="#">Corporate Recordkeeping Compliance Policy</a>
<b>Related Legislation</b>	<a href="#">State Records Act 2000 (WA)</a> <a href="#">Work Health and Safety Act 2020 (WA)</a>
<b>Related Mandatory Policies / Frameworks</b>	<ul style="list-style-type: none"> <li>• <a href="#">Work Health and Safety Framework</a></li> </ul>
<b>Related WACHS Policy Documents</b>	<ul style="list-style-type: none"> <li>• <a href="#">Mandatory and Role Essential Training Policy</a></li> </ul>
<b>Other Related Documents</b>	<ul style="list-style-type: none"> <li>• <a href="#">Learning and Development Resource Catalogue</a></li> <li>• <a href="#">Resource Development Checklist</a></li> <li>• <a href="#">WA Health Risk Assessment Tables</a></li> </ul>
<b>Related Forms</b>	<ul style="list-style-type: none"> <li>• <a href="#">Recourse Development Request Form</a></li> </ul>
<b>Related Training Packages</b>	Nil
<b>Aboriginal Health Impact Statement Declaration (ISD)</b>	ISD Record ID: 2908
<b>National Safety and Quality Health Service (NSQHS) Standards</b>	1.19, 1.20, 1.21
<b>Aged Care Quality Standards</b>	Nil
<b>Chief Psychiatrist's Standards for Clinical Care</b>	Nil

## 9. Document Control

Version	Published date	Current from	Summary of changes
6.00	12 April 2024	12 April 2024	<ul style="list-style-type: none"><li>change of title (previously Learning Integrity Project Procedure)</li><li>simplified the actions and roles</li><li>created a simplified Request for Development form (RFDF)</li><li>introduced a risk approach to development</li></ul>

## 10. Approval

<b>Policy Owner</b>	Executive Director People, Capability and Culture
<b>Co-approver</b>	Nil
<b>Contact</b>	Manager Learning and Development
<b>Business Unit</b>	People, Capability and Culture
<b>EDRMS #</b>	ED-CO-15-65111
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