

Recordkeeping Awareness Training Online

A case study of the Department of CALM

Presenter: Gwen Buch – Corporate Information Section

Project RAT



The Situation

- State Records Act 2000 places the onus for compliance with the government organisation and the individual.
- CALM has 1500 employees spread across 100 locations through out Western Australia.
- Past methods of providing recordkeeping training to CALM employees fell short of legislative requirements.

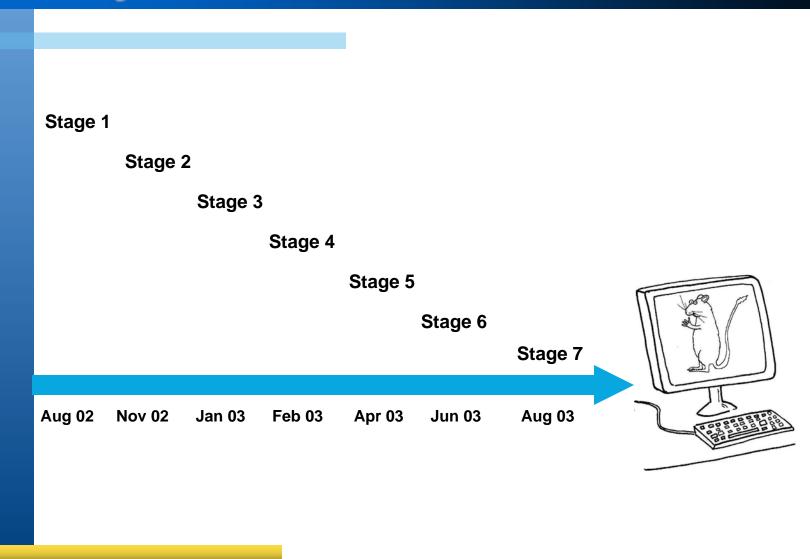
Project Tasks

- To devise training that would contribute to raising employee awareness of recordkeeping requirements.
- To identify the most effective method of delivering the training to a highly regionalised workforce.
- To identify and implement a delivery system that would facilitate tracking and monitoring of the training.

The Approach

- **Stage 1 Exploring delivery options.**
- **Stage 2 Writing the course content.**
- **Stage 3 Creating illustrations.**
- **Stage 4 Calling for quotations.**
- **Stage 5 Piloting the training course.**
- Stage 6 Implementing the course.
- Stage 7 Rolling out the course.

Project Timeline



The Challenges

- Writing generic content that was relevant to individual agencies.
- Writing a course that would suit an online delivery approach.
- * Getting staff to volunteer to participate in a pilot.
- ***** Dealing with resistance to supporting the course.
- ***** Getting staff to complete the course.

The Result

- * CALM has compliant recordkeeping training.
- * Employees are aware of recordkeeping responsibilities.
- * Online training has been well received by employees.
- RAT is available to all State and Local government organisations in Western Australia.
- RAT can be adapted for use by government organisations in other States across Australia.
- ***** CALM won the RIMLG Excellence Award 2003 for RAT.

The Future

- ***** Consideration of a RAT refresher.
- * Supplementing RAT with traditional awareness raising.
- * Development of other CALM online training courses.

