

Recordkeeping Awareness Training Online

A case study of the
Department of CALM

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Project R A T



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

Stage 1

Stage 2

Stage 3

Stage 4

Stage 5

Stage 6

Stage 7

Aug 02

Nov 02

Jan 03

Feb 03

Apr 03

Jun 03

Aug 03



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.**

