

## Online training update

### 1. EXECUTIVE SUMMARY

Online training in foundational recordkeeping would be valuable for most Tasmanian Government organisations, however supporting material is needed to ensure the training package is useful for all organisations.

### 2. OVERVIEW

The Office of the State Archivist (OSA) is exploring online training options for our government clients.

We conducted research to identify training offerings in the information management sector in Tasmania, nationally, and overseas. We found:

- Many Australian records and archives authorities have online training tailored to their specific legislation. These include general introductory modules and specific topic modules (e.g. disposal, preservation).
- Online training offerings do not necessarily apply to the Tasmanian context.

We also looked at similar organisations in the state sector and found:

- State regulatory bodies (Integrity Commission and WorkSafe Tas) produce online training modules including videos and supporting content like worksheets and trainer's notes.

In early 2022, we consulted clients and stakeholders on our proposed training options. We spoke to 22 Tasmanian Government Departments, Councils, and State Owned Companies.

We also spoke to:

- Other Australian records and archives authorities.
- Professional associations including the Australian Society of Archivists (ASA) and the Records and Information Management Professionals Australasia (RIMPA).
- WorkSafe TAS and Ombudsman Tasmania because they deliver training.

Consultation took place from February 2022 to June 2022. We asked between 8-14 questions and allowed time for discussion (See Appendix 1 & 2 for questions asked). Some stakeholders provided their answers via emails instead of in meetings.

### 3. SUMMARY OF CONSULTATION

#### 3.1 CURRENT TRAINING PRACTICES

Most organisations include information management within their induction. An information management team staff member is often the trainer for this section of induction, and usually focusses on procedural and system specific information.

Further training is typically provided in two ways, usually depending on if the staff member is a part of the information management team or not. Information management staff are more likely to be trained by external trainers, including OSA. Other staff are more likely to be trained by their information management team, on a one on one, as needed basis. Five organisations mentioned they have online help guides to

support their staff after the induction process was finished. These included intranet pages on recordkeeping procedures, short videos, and online learning modules.

### 3.2 CHANGES TO TRAINING NEEDS

We asked if there were changes to recordkeeping tasks post COVID or due to other disruptions. This was to check if there were changing training needs, including new topics or changes to workflow. Most answered no, with the rest mainly referring to physical distancing rules when speaking about changes to tasks or training. However, many organisations felt that because of remote working and technology advances, staff were more comfortable being trained online.

Other organisations, jurisdictions, and professional associations offer training, with many noting shifts from face-to-face training to online training including videos and webinars. Advances in and uptake of technology, especially video messaging services like MS Teams and Zoom, are driving training practices.

State Records of South Australia note a shift to many shorter courses instead of bundling them up into one large course. A short course in an engaging format, for example a video with voice-over, provide a focused experience to staff.

Organisations noted training needs are continually evolving. RIMPA identified that although their participants preferred face-to-face training, virtual or online training can be accessible to more participants.

The State Records Office of Western Australia (SROWA) is currently investigating training. Feedback they have received has reinforced their findings that foundational material is most needed. This includes:

- promoting a wider understanding that records also encompass data and other information
- their responsibilities extend to making information discoverable and re-usable.

### 3.3 OUR TRAINING PROPOSAL

At the beginning of the project, OSA identified training gaps, opportunities, and our preferred approach, and developed a training option within that scope. This was presented to our clients for feedback. This training option is a foundational, short video, around 5 minutes, aimed at new staff and possibly embedded within organisations' onboarding procedure. It would include:

- what recordkeeping is, and what it looks like within the government sector
- how good and bad recordkeeping impacts the worker, their organisation, and the public they serve
- what OSA does, and brief introduction to the *Archives Act 1983* (Tas)
- where to get more information, directing staff to internal resources and expertise.

The responses to the suggested training option were positive, with 64% of respondents saying it would work and 36% of respondents saying it might work.

The top three answers showed common reasons that the training would work:

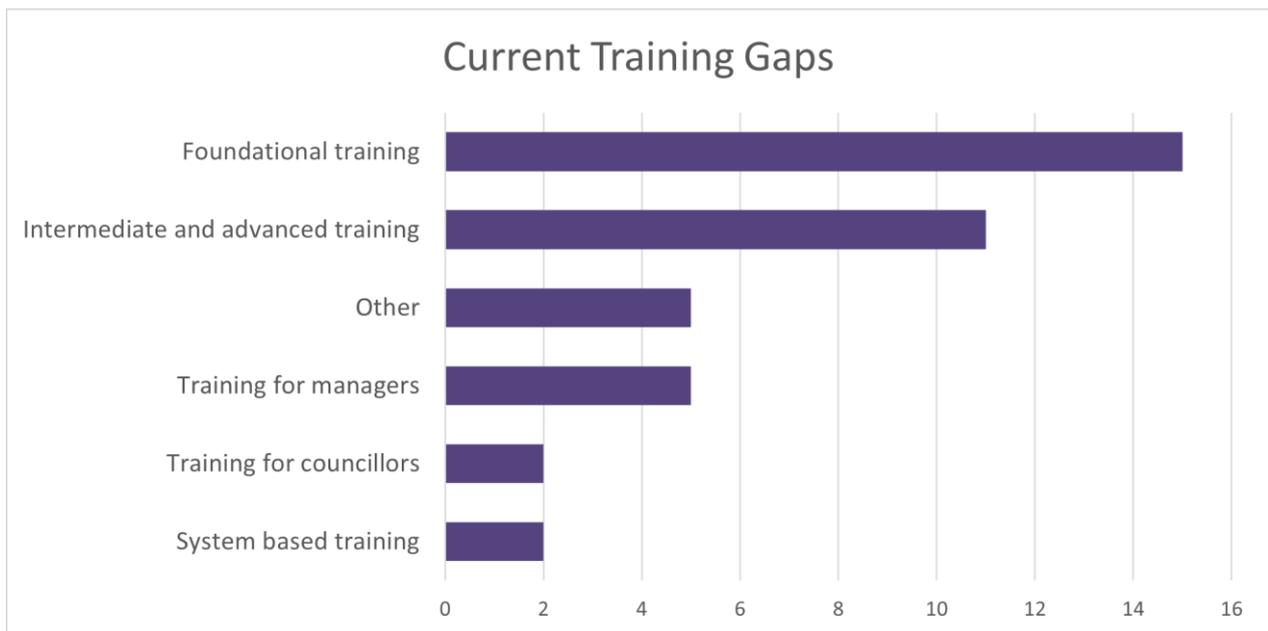
1. The training option being appropriate for all staff
2. OSA's authority would help engage staff
3. Raising awareness of obligations as a public servant



Stakeholders were asked to consider any consequences of OSA creating the suggested training option, negative or positive. Feedback included:

- it would create an unsustainable amount of work (from staff questions etc.) for the information management team
- it could demonstrate a need/requirement for additional resource funding (from workload increasing from staff questions etc.)
- it may ease the workload as it would supplement current training.

We then asked our clients to identify other current training opportunities and gaps. Their answers showed common themes and potential opportunities, including that the need for foundational training was greatest, followed by intermediate and advanced training. Other identified gaps can be explored at a later stage.



#### 4. NEXT STEPS

Our suggested training option would be valid and useful for our clients as foundational training is currently the largest need. However, there is a need for extra content to support the training video so that it is useful for more organisations, including:

- A short 5-minute video aimed at new staff, potentially part of each organisation's onboarding procedure. It would include:
  - What recordkeeping is, and what it looks like in the government sector,
  - How good and bad recordkeeping impacts the worker, their organisation, and the public they serve (primarily focussing on the worker),
  - Information on the *Archives Act 1983* (Tas), highlighting that all staff have responsibilities under the Act, and
  - Where to get more information internally (information and records management team).
- Supporting resources including:
  - Information sheet about what OSA does and who we support/assist,
  - Advice, including a checklist, for the information and records management team to use before implementing the training video.
  - Advice for organisations on how to best embed the video within their onboarding procedures, including a list of possible questions for the trainer to ask.
    - Additional advice for organisations who are not able/do not want to embed the video within their onboarding procedures.
  - Advice on how to personalise the training video, including how to add references to organisational specific policies and procedures, and how to personalise the generic case studies to the appropriate industry.

#### TIMELINE:

1. Create Training Package (July - August)
2. Seek Feedback (September – October)

## APPENDIX 1 – QUESTIONS ASKED OF TASMANIAN CLIENTS

1. What does induction look like in your organisation?
2. After induction, what subsequent training is encouraged or required? Is this in house or outsourced?
3. Does your organisation track staff training?
4. Post Lockdown/COVID, has that changed your or your organisations perception of training? For example, have you moved to shorter online training instead of long face-to-face training?
5. Who in your organisation receives specifically recordkeeping training?
6. Recordkeeping induction – what does it look like in your organisation?
7. Have you done or are you familiar with the Information Management Foundations training OSA provides?
8. Following Royal Commissions or COVID, has there been a change to recordkeeping practices or tasks for ground level staff? For example, are there changes in policies or procedures?
9. Are you currently creating any recordkeeping training, including outsourcing options?

OSA is considering a couple of online training options. The training option that we think will be most suitable is a short video (around 5 minutes) aimed at new staff, potentially embedded within your organisations onboarding procedure. It would include:

- What recordkeeping is, and what it looks like within the government sector
- How good and bad recordkeeping impact the worker, their organisation, and the public they serve
- Who OSA are, and what we do, and who we cover (under the *Archives Act 1983 (Tas)*)
- Where to get more information (directing the staff to internal avenues like an information management team)

We think the outcome of this video would:

- Raise awareness of responsibilities under the *Archives Act 1983 (Tas)*
  - Assist staff with recordkeeping responsibilities as a part of their role
  - Assist the information management team in profile raising within their organisation
10. Would this example work for your organisation? Would you use this in your training program/onboarding/etc?
  11. What other online training options you've seen that worked well?
  12. Is there a training need/s you think is/are useful that isn't already met? Who would this be for? (e.g. new to industry) / What is it regarding? (e.g. specifics, new technologies,)
  13. If you had more in your training budget, what would you do?
  14. Has anything else come to mind?

## APPENDIX 2 – QUESTIONS ASKED OF OTHER ORGANISATIONS

1. What training do you currently provide?
2. What training option has worked well for your organisation over the past year or two?
3. Do you outsource any of your training?
4. Do you collect data on your training, e.g. clicks on online videos?
5. If so, did anything surprise you? E.g. one training package wasn't popular when you thought it would be.
6. Following disruptions like pertinent Royal Commissions, COVID, etc., has there been a change to what or how you provide training? E.g., offering more virtual training/sessions?
7. Have you done an opportunities assessment in the past year or two? If so, what were your findings?
8. What does your training future look like over the next year or so? Are you continuing with what you currently offer or are you changing something?

## CONTACT US

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## Document Development History

Version	Date	Comments
[00]	13/05/2022	Draft
I	26/07/2022	Initial release