WNHS eLearning toolkit

September 2019

Contents

1. Introduction

This toolkit applies to eLearning resources developed within WNHS that contain a learning and/or assessment component. This toolkit can be used by anyone involved in the planning, development, management or evaluation of eLearning resources for the WNHS. It is also applicable to those involved in customising existing eLearning content.

2. Overview

eLearning is self-directed, self-paced, accommodates multiple learning styles and provides 24/7 accessibility. With the increased utilisation of technology by health professionals, eLearning has emerged as a useful strategy to provide accessible, cost effective education to clinicians across the state.

In recognition of these advantages a number of eLearning resources have been developed by staff at WNHS. In order to ensure that the standard of education materials is maintained this document, developed by the KEMH ELearning education subgroup provides tools and information for developing eLearning resources for the WNHS.

3. WNHS eLearning governance

A Department of Nursing and Midwifery Education and Research (DNAMER) Educator facilitates the governance of eLearning at WNHS in communication and collaboration with the Education Stakeholder Committee ESC) and NMHS Learning and Development (NMHS L&D).

The DNAMER Educator:

- Engages with key stakeholders involved in the provision of education and professional development with the aim of improving co-ordination, reducing duplication and inefficiency and facilitate sharing of innovation and ideas.
- Informs the development of e-learning education that is of high quality, evidence based and meets the needs of all disciplines at KEMH.
- Advises and develop processes for the management of e-learning education at KEMH.
- Tables eLearning information at ESC when applicable
- Liaises with NMHS L&D in the development of NMHS/WNHS eLearning resources.

Please note that DNAMER may not have the responsibility for or access to additional resources, including staff time, for the actual development of, or revision of e-learning packages. This remains the responsibility of the owning department. Any request for assistance from DNAMER is assessed on an individual basis. Following investigation and review of available resources DNAMER may:

- offer expertise and guidance for self-development
- request NMHS L&D development (corporate type eLearning resources)
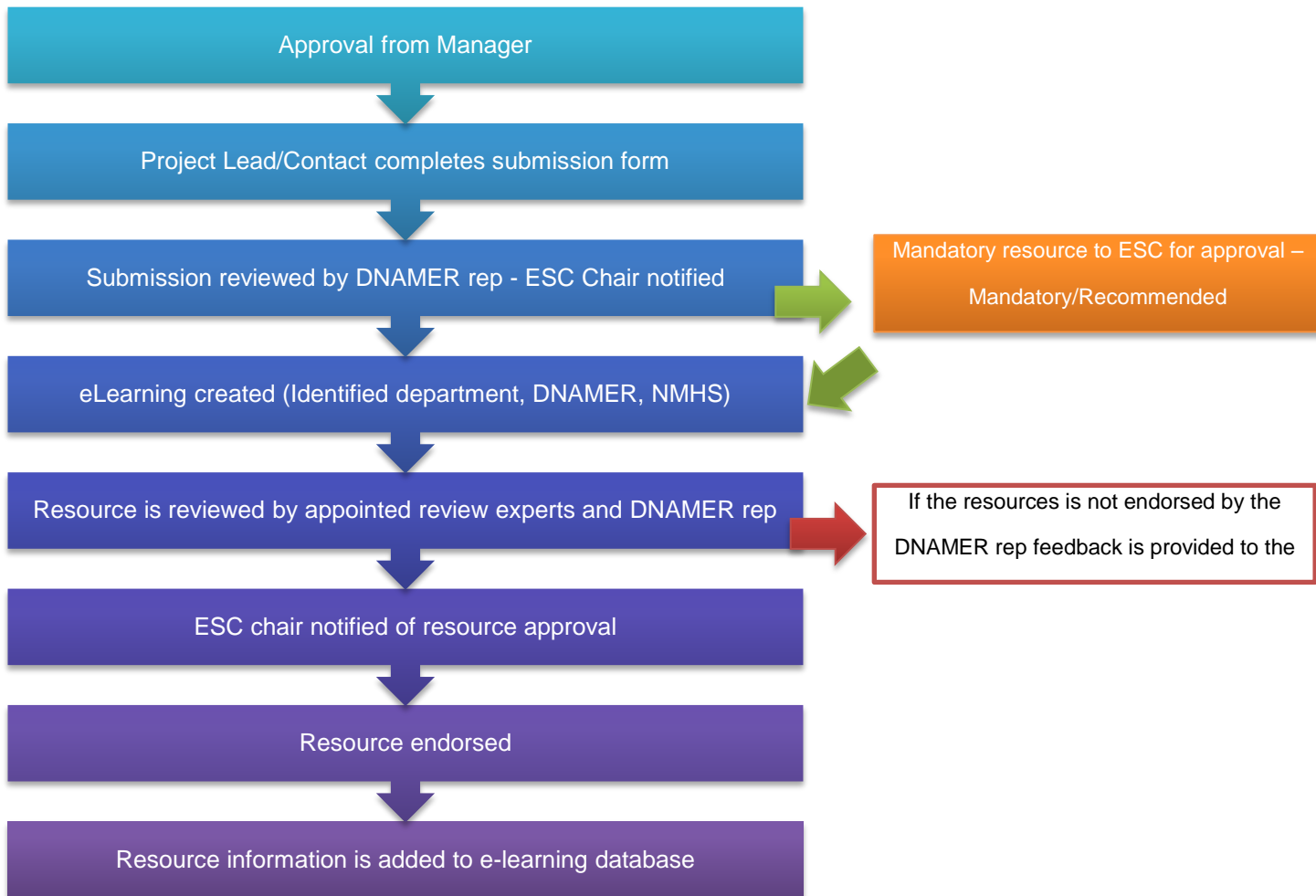- develop the resource (clinically focussed resources) where able

4. Business rules

The following business rules apply to the development of WNHS e-learning resources (includes workbooks, website education activities, and other resources in electronic format) to ensure they meet quality standards and are endorsed by suitably qualified WHNS staff:

I.   The ***WNHS eLearning proposal submission*** (Appendix A) is to be completed by the Project Lead or alternative contact and sent to DNAMER - Samantha.davies@health.wa.gov.au.The DNAMER Educator will notify the chair of the Education Stakeholders Committee.

II. E-learning resources that have been identified as "mandatory" will need to be reviewed and approved by the Education Stakeholder Committee prior to development. If the resource is not approved as mandatory the ESC may approve the resource development as "recommended".

III. The submission will be reviewed by the DNAMER Educator within a maximum timeframe of 4 weeks from the submission date. The Project Lead or alternative contact will be notified of the outcome.

IV. All e-learning resources developed at WNHS remain the property of WNHS. If a program has state-wide applicability then the State-wide Obstetric Support Unit (SOSU) should be notified.

V.   All resources need to have 2-3nominated subject specialists to review and endorse the final product.

VI. When the draft eLearning resource is ready for review, it will be made available to the review team members listed on the submission form and the DNAMER Educator for feedback. This TEST trial phase is to be no longer than 4 weeks.

VII. The DNAMER Educator will check that the resource meets NMHS/WA Health communication style guidelines and submit a recommendation to the Chair of the Education Stakeholders Committee for endorsement of the resource. Following endorsement the resource should be added to the WNHS education hub (Request for eLearning addition to education hub form).

It is recommended that a copy of the eLearning resource and accompanying paperwork will be kept in the e-learning education folder in the W:drive.

5. eLearning submission/approval process

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│                   Approval from Manager                  │
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│       Project Lead/Contact completes submission form     │
└─────────────────────────────────────────────────────────┘
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┌─────────────────────────────────────────────────────────┐        ┌────────────────────────────────────┐
│  Submission reviewed by DNAMER rep - ESC Chair notified  │  ⇒     │ Mandatory resource to ESC for approval – │
│                                                          │        │       Mandatory/Recommended          │
└─────────────────────────────────────────────────────────┘        └────────────────────────────────────┘
                            ↓
┌─────────────────────────────────────────────────────────┐   ⇐
│   eLearning created (Identified department, DNAMER, NMHS)│
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┌─────────────────────────────────────────────────────────┐        ┌────────────────────────────────────┐
│ Resource is reviewed by appointed review experts and     │  ⇒     │ If the resources is not endorsed by the │
│ DNAMER rep                                               │        │ DNAMER rep feedback is provided to the  │
└─────────────────────────────────────────────────────────┘        └────────────────────────────────────┘
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│          ESC chair notified of resource approval         │
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│                     Resource endorsed                    │
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│     Resource information is added to e-learning database │
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6. Key planning points

Careful, thorough planning and thought into the creation of any eLearning resource is essential. Library Services can assist in performing an environmental scan to check whether there are already similar resources available. The planning process should include:

6.1 Project Lead

A subject area specialist needs to be nominated as the Project Lead. They need to identify suitable people to participate in the development of the content (subject matter experts).

6.2 Subject matter experts

Staff involved in the development of the e-learning resource who provide subject matter expertise on content.

6.3 Relevance/Priority

It is recommended that during the planning phase resources of a similar nature to the proposed package are sought to determine the feasibility of developing a new resource. Library Services may be able to assist with this research.

6.4 Software

WNHS recommends the use of the most recent Articulate 360 version (or Articulate Storyline 2). Previous versions that publish to the flash format may no longer be compatible with current web browsers. This ensures consistency with product use, easy transfer of source files between departments, familiarisation of navigation for users and adherence to WA Health web style guidelines.

6.5 Photographs/imagery/other media

Consent must be sought for the use of any media including but not limited to photographs, illustrations and videos. Users of the eLearning resource must be notified at the beginning of the resource if media is sensitive in nature. Copy of consent is to be retained by content owners. Content owners must be aware of copyright and intellectual property rules of all imagery used within the resource.
Storage of photos and imagery must be secure and safe.

6.6 Assumed/required knowledge

The development of learning material generally requires some experience in developing web-based content. If your technical knowledge is limited and/or you do not have the staffing resources, you may wish to seek guidance from the DNAMER Educator.

6.7 Testing/Review

All eLearning resources need to have at least 3 nominated subject specialists to review the final product and the DNAMER representative to ensure that it meets educational guidelines, training and assessment criteria prior to endorsement.

7. Key formatting points

7.1 Alignment with current practice standards/guidelines

To ensure currency and accuracy e-learning resources should be aligned to the appropriate practice standards/ guidelines based on current evidence, policies and processes for WA Health/NMHS.

- o https://nmhs-healthpoint.hdwa.health.wa.gov.au/directory/CorporateCommunications/Documents/NMHS%20Style%20Guide.pdf
- o https://doh-healthpoint.hdwa.health.wa.gov.au/directory/OfficeOfTheDirectorGeneral/Communications/Documents/WA%20Health%20Writing%20Style%20Guide.pdf
- o https://www.w3.org/WAI/people-use-web/

7.2 E-learning resource suggested structure

7.2.1 Title

The title should be clear, concise and indicate the exact skill/s presented in the package.

7.2.2 The template for structure and navigation

A consistent structure should be adopted throughout the e-learning resource with a user-friendly navigation structure.

Structure	Key points
Introduction	Overview of the resource, its purpose and a description of the target audience
Instructions	The estimated length of time to complete the resource, navigation principles and any additional required resources
Learning outcomes	Clear and concise stating what the learner is expected to learn from the resource. Assessment should be based around these outcomes.
Content and Structure	Content should be clear and written at the appropriate level for the target group. It will be written in a logical progression and be evidence based.
Interactive elements	Include interaction / activities as well as text. This may include but is not limited to video, diagrams, activities and audio. Be mindful that audio may not be appropriate for listening in the clinical area – alternative formats for example closed captions/transcripts should be available. Also be aware of limited broadband capacity in some rural areas, including large video files/imagery/interactions that may take extended periods of time to download.
Assessment	Should be consistent with the learning outcomes and have clear instruction on what is required to successfully complete

	the resource. The agreed WNHS standard pass mark for assessable e-learning resources is 80%. Assessments can include a variety of tools e.g. multiple choice, practical demonstration or clinical competencies.
Referencing/acknowledgement	The inclusion of references is recommended. Limit references to those considered essential to avoid the need for more regular review and ensuring it remains contemporary. Any diagrams or graphics used must be referenced to their source and have copyright approval. All parties involved in the development of the resource should be acknowledged. WA Health recommends the author/date system for referencing on web pages, other referencing systems may be used for example the Vancouver referencing system (reduces amount of text displayed in pages) but must be consistent.
Evaluation	An evaluation should be included to provide feedback to the developer. It is recommended that the evaluation be completed by the participant before a certificate of completion is provided. SurveyMonkey is the recommended tool for online evaluation.
Reporting	Evaluation reports should be reviewed at 6 months for a new package, 12 monthly thereafter as a minimum by the Project Lead.

7.3 WA Health copyright and responsibility disclaimer

Example of a disclaimer to be included at the beginning of all packages:

© Department of Health, State of Western Australia (date).

It is recommended that the Project Lead or resource developer contact Library Services early in the process, particularly if they are planning to include or link to any copyright or licensed material. Further information on copyright and licensing can be obtained by accessing https://ww2.health.wa.gov.au/About-us/Policy-frameworks/Research/Mandatory-requirements/Intellectual-Property-Management-in-WA-Health and/or contacting WNHS Library Services.

7.4 Inclusion of demonstration of participation

Certificates of participation should be provided. It is recommended to include the number of hours taken to complete the resource for individual recording of CPD activities. Where possible participation is recorded in Ascender.

7.5 Evaluation/Reporting

E-learning resources should include an evaluation process. Evaluation reports should be reviewed at a minimum of 12 monthly intervals by the Project Lead. The Education Stakeholders Committee should be advised of these reports. It is recommended that reporting is submitted to GEKO.

8. Managing eLearning resources

8.1 Monitoring / Maintenance / Review and updates

It will be the role of the course / resource owner to check and monitor the resource, this includes but not limited to regularly checking that links and documents within the package are up to date and functional. Resource owners will be responsible for the follow up and overall evaluation of eLearning resources. Library Services may be able to assist with searching the literature for updated evidence/references.

8.2 Version control

Each resource will be reviewed and updated at least every three (3) years or whenever policies and procedures change. A database of WNHS eLearning resources will be maintained by the ESC.

8.3 Access

In relation to access, it is the recommendation of the ESC that resources be freely accessible to Department of Health staff (internet rather than intranet) and that where appropriate warnings regarding images are highlighted at the start of the package.

It is recommended that eLearning resources are added to the WNHS Education Hub.

8.4 User agreement

There may be requests from external organisations to use WNHS eLearning packages, this may include:

- A web link from their website
- A copy of the package in document format
- A modifiable copy of the package

Use of WNHS eLearning resources by external organisations is currently under review by the ESC as part of a cost mapping process. Until this process is completed WNHS eLearning packages will not be made available to external organisations other than permission to link to our resource. Approval for link/s are to be confirmed by DNAMER and the chair of the ESC with acknowledgement to WNHS on the external organisation linking page.

Appendix A – WNHS eLearning proposal submission

This submission form enables the WHNS education stakeholder committee (ESC) to monitor e-learning resource development across WHNS to ensure:

- there is no duplicated effort across the state with program development
- program development can be effectively prioritised
- support may be available to those developing e-learning resources through the Department of Nursing and Midwifery Education and Research (DNAMER) following consultation with the ESC
- all e-learning programs published on the Education Hub undergo a review process through DNAMER and ESC (where applicable) to ensure WNHS e-learning principles are met:
    - https://nmhs-healthpoint.hdwa.health.wa.gov.au/directory/CorporateCommunications/Documents/NMHS%20Style%20Guide.pdf
    - https://doh-healthpoint.hdwa.health.wa.gov.au/directory/OfficeOfTheDirectorGeneral/Communications/Documents/WA%20Health%20Writing%20Style%20Guide.pdf
    - https://www.w3.org/WAI/people-use-web/

Email this completed form to Samantha.davies@health.wa.gov.au

Resource details

Date:	Resource title:
Project lead:	
Alternative contact name:	
Department:	
Content developer:	
Software author:	
External company/contractor development:	Yes ☐ Details: No ☐
New resource: ☐	Update to existing resource (not WNHS original): ☐ Original resource owner: Written permission to use/modify resource: Yes ☐ No ☐ Date permission granted: *(evidence of written permission must be attached)*

Mandatory resource:	Yes ☐ No ☐ *(will require ESC approval)* How often will staff be required to complete the resource: (evidence of policy/NHSQHS must be attached)
Reason for resource development:	
How long will the resource take to complete:	Details:
Similar resource already available:	Yes ☐ Details: No ☐
Target audience:	Details:
Funding to develop the resource:	Yes ☐ Details: No ☐
Resource review team: *(at least 3 subject specialists)*	Names:
Resource will be accessible from: *(It is recommended that all eLearning resources were possible be available on the internet via the WNHS Education hub)*	Internet ☐ HealthPoint ☐ LMS ☐ Other (please specify):
Learning outcomes:	
Modules/Topics:	
Format/software/media/interactive elements:	
Assessment required:	Yes ☐ Details: No ☐

This document can be made available in alternative formats on request for a person with a disability.