The City of Sydney’s
Records Management Challenge and Information Access Challenge

The Records Management Challenge and the Information Access Challenge are two eLearning modules developed by the City of Sydney. Their purpose is to educate staff about their changing responsibilities for recordkeeping and information sharing in diverse digital environments and help them to recognise how their decisions affect the community and the archives of the future.

Both modules use the same gamification and scenario-based learning techniques to create a fun, creative and visually engaging learning experience.

In the Records Management Challenge learners are challenged to build a park in the fictional City of Urbanville. Correct answers to questions about records management result in new park features, good press and positive community reactions. Poor choices lead to derelict areas, bad media reviews and a disgruntled community. Bonus questions provide an opportunity to reverse negative effects.

In the Information Access Challenge learners are presented with the opportunity to build a Garden Palace (glasshouse) in the park. Demonstrating their knowledge and learning of information access progresses construction and improves community engagement and media reactions.

Both modules have been well received by City of Sydney staff.

Sharing the modules

Following industry demand, the City of Sydney has made both modules available under a Creative Commons Attribution-NonCommercial-ShareAlike licence. See https://creativecommons.org/licenses/ for licence details.

For further information, or to obtain one or both modules, please contact develop@cityofsydney.nsw.gov.au

Examples of reactions from City staff:

“Best online training I’ve done in a while – found myself really caring about that park (and competitively wanting the extra trees)... as a consequence, found myself reading to understand.”

“OMG - who built that Records Management challenge module with Urbanville and the park? That just brought online learning forward 20 years. Great effort.”

“It’s fabulous! I want New Year’s Eve in Urbanville! I want WHS in Urbanville! We could even do terrorism and threat levels in Urbanville. Genius idea! I really enjoyed the learning because it was so innovative and the voiceover was so nice too. Good for you and your team!”