

USING THE POLICY, PROCEDURE OR GUIDELINE TEMPLATE

Section 1 – Purpose

- (1) Provide a brief introduction and background information as to why there is a need for the document. For example:
 - "This policy sets out the University's expectations for the management of payroll transactions").
- (2) Include any statutory or regulatory requirements of the document. For example:
 - The purpose of this policy is to establish the expectations and approach to risk management at Charles Sturt University (the University) as part of the University's governance responsibilities and obligations under Section 19 (1B) of the [Charles Sturt University Act 1989](#) and also the [Voluntary Code of Best Practice for the Governance of Australian Universities by Universities Australia](#).
- (3) Principles and value statements should be avoided in policy and procedure, but if relevant, **the purpose section can state 'why'**.

Scope

- (4) Include the scope of the document under a major heading in Section 1. For example:
 - "This document applies to all staff";
 - "This document applies to all users of University property and facilities";

Section 2 - Glossary

- (5) Only define terms that are used in the text.
- (6) Don't include terms if the dictionary definition is sufficient.
- (7) Definitions shouldn't include requirements for users of the policy or procedure.
- (8) Procedures and guidelines shouldn't repeat definitions that are defined in the overarching document. Instead, use one of the following:
 - 'Terms used in this procedure/guideline are defined in the glossary section of the [overarching document name].'
 - 'The glossary section of the [overarching document name] defines most of the terms used in this procedure/guideline. For the purposes of this procedure/guideline the following additional terms have the definitions stated:'

Section 3 – Policy

- (9) If the text is a procedure or guideline that supports a policy or rule, this section should say: ‘This procedure/guideline supports the [name of policy/rule] and should be read alongside that policy/rule.’
- (10) If the text is a policy, its provisions go in this section.
- (11) A policy statement sets out the University's position on the issue considered by the document, explaining the requirements, obligations and authorities.

In general, a policy should state what.

Section 4 – Procedures

- (12) If the text is a rule, policy or guideline, and has supporting or overarching procedures, list them here, otherwise write ‘Nil’.
- (13) If the text is a procedure, its provisions go in this section.
- (14) Provide the steps, actions and decision-making points exercised by the user to progress a matter through to completion.

In general, a procedures should state how, when and who.

Section 5 - Guidelines

- (15) If the text is a rule, policy or procedure, and has supporting guidelines, list them here, otherwise write ‘Nil’.
- (16) If the text is a guideline, its provisions go in this section.
- (17) Guidelines describe good practice or provide further advice to staff and students on applying the policy and procedure.
- (18) Guidelines cannot be mandatory, unless specified by the overarching policy or procedure.
- (19) A guideline can be a separate document to this template, if it needs to be formatted differently. For example, [CSU Excellence Awards Guidelines](#) or the [Brand Guidelines](#). This template should be used as the placeholder so that it can cross reference the overarching documents and be approved correctly, and place a reference under the section heading:

- Refer to the [name and link for guideline].

Policy template structural elements

Element	Required	Sequenced:	Notes
Sections	Mandatory	Numbered: 1,2,3,4,5	All five sections required in every policy, procedure or guideline.
Part	Optional	Alpha: A, B, C	Only needed for complex documents with major groupings of information within sections.
Major heading	Optional	No	
Minor heading	Optional	No	Should only be used as a sub-heading under a major heading.