Where can I find that?

Sharing generic local documents to support policy implementation
Hierarchy

- Act
- Statutes and Regulations
- Standing Resolutions of Council and Resolutions of the Board
- Codes of conduct
- Policy instruments (Policies, Procedures, Guidelines)
- Supporting documentation (local documents)
Act

Statutes and Regulations

Standing Resolutions of Council and Resolutions of the Board

Codes of conduct

Policy instruments (Policies, Procedures, Guidelines)

Supporting documentation (local documents)
good practice

one that has been proven to work and produce good results, and is therefore recommended as a model
Every good conversation starts with good listening.
with a focus on **local documentation and documentation management systems**, the working group would come together to …

- share examples
- identify examples of good practice
- identify principles of good practice
- develop templates
with a focus on **local documentation and documentation management systems**, the working group would come together to …

- share examples
- identify examples of good practice
- identify principles of good practice
- develop templates
- learn from each other and make connections
<table>
<thead>
<tr>
<th>Member</th>
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<tbody>
<tr>
<td>Brigid Freeman</td>
<td>University Secretary’s Department</td>
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<tr>
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<td>Jenny Burchill</td>
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<td>Luke Chandler</td>
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<tr>
<td>Cathlyne Kim Pham</td>
<td>University Secretary’s Department (Records Management)</td>
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accessible
consistent
organised
reviewed
time-saving
standard inclusions

- logo
- title
- authorisation
- date
- numbering
- file reference
- version control
- scope / where applicable
• meetings papers – terms of reference, agenda, minutes, report and action list
• document register
• form
• file note
• process map (visio)
• work instruction
Suite of documents

- Terms of Reference
- Agenda
- Minutes
- Action Items
- Reports
Using templates and applying them for functional-based use in your local area:

- Training Manuals
- Work Instructions
- Process Overview
- Process Charts

And any other useful documents, such as cheat sheets, job aids, lookup codes, schedules / rosters, service standards and protocols
Is a Quality Management System.

Key principles:

• Student / client focus
• Process management
• Compliance
• Continuous improvement
QMS Continual Improvement

- **Input**
  - Requirements
  - Suppliers

- **Product realization**

- **Output**
  - Product

- **Customer**

- **Management responsibility**
  - Resource management
  - Measurement, analysis, improvement

- **Satisfaction**

**THE EVOLUTION STARTS HERE**
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#3: work instruction

- Living documents
- Interchangable
- Written quickly but in simple language
good practice examples and templates will be available on the University Secretary’s website in about June (branding being finalised)

in the interim, if you would like copies of any of the templates emailed to you please contact Mary-Louise Huppatz
does anyone have a story to share about local documentation in their work area?

a success …
a learning …
a frustration …
• How should this resource be promoted?
• What examples of local documents are missing?
• What other elements of good practice with regard to local documentation should be considered?