**(Name) Procedures *(Document type always appears at the end)* Draft**

* *To see this template in use please refer to the wide range of example documents on the register. A good example is the* [*Relocation Policy and Procedures*](https://www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/human-resources1/emplyment-terms-and-conditions/relocation-policy-and-procedures-.html)
* *Procedures are mandatory and apply across the University*
* *Procedures support a policy by providing specific directions on how the policy must be carried out*
* *Procedures may be combined with a policy where both documents are short and it makes sense to do so*
* *Aim to maximise the benefits of policies being uploaded as webpages by using hyperlinks to provide useful information and using language which users are likely to search for*
* *Ensure that the statements in this policy do not contradict or repeat content in any other policy documents*
* *A word version of this template is available for download at the bottom of this page*

**Sections**

Application

Purpose

Background/Introduction

Contents

Procedures

Definitions

Key relevant documents

Document management and control

**Application**

*Who do these procedures apply to? Specific staff/students/all members of the University?*

**Purpose**

*A brief (preferably one sentence) statement to clarify the reason for this document. Contains reference to any other directly related documents such as the policy which the procedures support and/or associated guidelines.*

**Background**

*This section is optional and not needed in most documents. It is only to be included where absolutely necessary to provide context for the policy. This section may contain a general brief statement about the policy area to provide background or brief non-mandatory statements of principle which would not be appropriate in the body of the policy.*

**Contents**

*This section is only used in longer documents to support user navigation.*

**Procedures**

1. *All mandatory points are to be numbered and contain only one procedural direction per item*
2. *Sub numbering is not to be used i.e. 1.1, 1.2, 1.3*
3. *If sub clauses are to be included, bullet points are to be used*
4. *Plain language is to be used throughout the document*
5. *Use direct language such as ‘must’ and ‘are to’ to specify the expected behaviours*
6. *To avoid confusion for users only mandatory statements are to be made in the procedures document –any non-mandatory statements can be placed in accompanying guidelines*
7. *If it is necessary to add brief notes within the document do so by hyphenating and reducing the text*

*Note – this clarifies that it is not a mandatory item*

1. *Procedures documents may state ‘who’ is responsible (by role) if this is preferred and if they are not already included in the related policy*
2. *If hyperlinks are to be included in procedures, please provide necessary urls. Hyperlinks are to be incorporated into sentences i.e. not stating ‘click here’*
3. *If forms are referenced, ensure these are uploaded to* [*Forms Register*](https://formspace.auckland.ac.nz/SitePages/Home.aspx) *and provide urls for their location. This can be done by contacting the Staff Intranet Publisher for your department or division or by emailing* intranet@auckland.ac.nz.

*Note - only staff members are able to view Forms Register, if non-staff members will need to see/ use the form, please submit it to the PCO as a word document*

1. *Capital letters are only to be used in accordance with the* [*Writing Guide*](https://cdn.auckland.ac.nz/assets/central/central-services/mediaandmarketing/Writing%20Guide%205.2.pdf)
2. *Include the name of the document and the date on which it was most recently edited in a footer*

*Note - If a flowchart or other diagrams are to be included, please talk to the* *Policy and Compliance Officer* *to discuss the best way of doing this*

**Definitions**

The following definitions apply to this document:

* *Technical language or words with specific meaning in the context of the policy are given plain English definitions*
* *The first time each defined term is used in the text it appears in* ***bold*** *type*
* *Definitions are listed alphabetically*
* *When writing definitions, make reference to other documents that may contain similar terms to assure that common definitions are used*

**Key relevant documents**

Include the following: *(in hierarchical order)*

* *Legislation*
* *Policies*
* *Procedures and standards*
* *Guidelines*
* *Forms*
* *Other useful resources*

*Where the same type of document appears they are listed alphabetically*

**Document management and control**

**Owner:***Who is the document owned by (by role)? Note- owners must be level 2/2A or above on the University’s Organisational Structure***Content manager:** *Who is the content manager (by role)*

**Prepared by:***Include this only where a document is prepared by a party other than the owner/content manager*

**Approved by**: *Who is the approval authority? Note- this is determined by the Policy Framework Policy*
**Date approved:** *When was the document approved?*
**Review date:** *When will the document be reviewed?*

*Note – the default period is 3 years unless the owner requests a shorter period*