CIT Policy Development Procedures

TRAINING CBR'S *BEST*

Canberra Institute of Technology
RTO Code 0101 | CRICOS No. 00001K

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Guide to Policies and Procedures

A QUICK GUIDE - Policy Development, Review and Approval

Developing a new policy

- Advise Audit, Risk and Corporate Governance of intention to develop a new policy.
- Develop a policy proposal outlining the reason for the new policy.
- Identify and secure the support of an Executive Director (policy owner/sponsor).
- Get approval for the new policy (non-education policies are approved by the Executive Director Corporate Services and new education policies are approved by the Academic Council through the Executive Director Education and Training Services).
- Once approved, the policy is to be developed in accordance with development guidelines.

Reviewing a policy

- Policies must be reviewed and published by the review date.
- Executive Director (policy owners) are responsible for the policy review, supported by policy contact officers (usually Senior Manager/Director).
- Staff consultation/advice will be conducted by the policy contact officer as directed by the Executive Director (policy owner).
- A record of consultation and feedback received is to be recorded in the policy TRIM container.
- Policy reviews (for minor amendments) should be conducted in track changes where possible to assist the web team in the HTML conversion.
- Procedures should be saved in PDF for uploading to the website.
- The Policy Review Checklist must be completed.
- Amendment and Review Record must be completed.
- All documentation, including the approval email should be filed in TRIM and the link to the TRIM container sent to CITCorporateServices@cit.edu.au to facilitate uploading to the CIT Website.
- Policy and procedures templates are accessible on the staff intranet site.

Policy approval

- Policies are approved by the Executive Director (policy owner) or their delegate through email and stored in the policy TRIM container created by the policy contact officer.
- The date of the email is the date of approval.
- Approval email should include the name of the policy and the next review date and a copy of the final version.
- Policies will be published on the website by Audit, Risk and Corporate Governance on receipt of the TRIM link with all completed documentation.

SECTION ONE – POLICIES AT CIT

1. Introduction

CIT operates in a highly regulated environment and must comply with a range of Commonwealth and ACT legislation and standards to maintain its status as a registered training organisation (RTO). Policies and procedures provide a roadmap for day-to-day operations. They ensure compliance with laws and regulations, give guidance for decision-making, and streamline internal processes.

All policies have an Executive Director policy owner who is responsible for the policy and any subsequent procedures that fall within their portfolios. The policy owner must ensure the policy accurately reflects the requirements of legislation and/or standards, is kept current and is communicated to staff. The policy owner is also responsible for the oversight and development of any accompanying procedures.

Policy owners are supported by policy contact officers (usually Senior Managers), who are responsible for drafting new policies, approving[1] amendments to existing policies and conducting reviews.

All policies and procedures are uploaded to the CIT website as part of the ACT Government Open Access requirements in the *Freedom of Information Act 2016.*

2. Policy Register

Details of all policies and procedures are recorded in the CIT Policy Register. Information includes policy owners, contact officers, approvals and review dates. The Register is maintained by Audit, Risk and Corporate Governance. All changes to the policy register are made through receipt of the Policy Review Checklist. The Policy Register is accessible on TRIM (CIT 2021/1211) to all staff for viewing purposes only. All policy correspondence, including the completed Policy Review Checklist, should be sent to CITCorporateServices@cit.edu.au.

3. Developing a new policy and/or procedure

All new non-education policy proposals must be approved by the Executive Director Corporate Services. All new education policies must be approved by the Academic Council through the Executive Director Education and Training Services. Education policies referenced in the *Canberra Institute of Technology Act 1987* will be forwarded to the CIT Board. Teams must advise Audit, Risk and Corporate Governance of any new policies.

Before developing a policy proposal, the proposer should consider:
- The purpose of the policy and why it is necessary.
- Whether the information is contained elsewhere, such as a primary source document or other information already available to staff on the staff intranet site.
- Whether there is an existing ACT Government policy that applies to CIT and could be used as the relevant policy – CIT Policies should only be created where a relevant ACT Government

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[1] Details of approval authority is listed in the Policy Register.

policy does not exist or there are specific CIT matters not covered by an existing ACT Government policy.

- If it would be appropriate or possible to incorporate the content into an existing policy, procedure or other document.
- The alignment of the policy with legislation and the CIT strategic direction.

This information should be included in the policy proposal presented to the Executive Director Corporate Services or Executive Director Education and Training Services if it is an education policy. Audit, Risk and Corporate Governance is responsible for facilitating this process.

3. Reviewing policies and procedures

All CIT policies must be reviewed at least every three years, or when there are changes to legislation or other legal requirements, or as considered necessary by the policy owner. Scheduled review times are monitored by Audit, Risk and Corporate Governance. The policy contact officer, under the direction of the policy owner, is responsible for conducting the review and ensuring the review is conducted by the due date.

The review date, recorded in the footer of the template and the policy register, must be updated after a major review. A minor amendment, such as changes to contact details or updates to documents, will not change the review date.

Procedures can be reviewed at any time deemed necessary by the policy owner or contact officer.

4. Consultation

4.1 Policies

Staff consultation should be conducted for new policies and policies with major amendments such as changes in legislation. Minor changes to a policy do not require staff consultation. Consultation should be managed by the policy contact officer through the internal communication channels, including a recommended two week review period after the draft is published on the CIT Intranet. Consultation may also be directly communicated to key stakeholders such as heads of department, members of various councils and committees to ensure all relevant and affected parties are aware of proposed changes. Details of any consultation conducted should be kept on file.

4.2 Procedures

Procedures are dynamic documents that should be amended when better practices are identified. The policy contact officer, in collaboration with the management area, under the direction of the policy owner, is responsible for the development and review of procedures. The policy contact officer will determine the consultation required to ensure that the views of major stakeholders and parties with specialist knowledge or interest in that area are involved. Staff should be notified of changes to procedures as required. At a minimum, procedures should be reviewed at the same time the related policy is reviewed. Procedures must be saved in PDF for uploading to the website.

5. Approval

Approval of policies and procedures rests with the policy owner or their delegate. Approvals are made by email with evidence recorded in the TRIM file. Prior to approval the Policy Review Checklist and the [Amendment and Review Record](#) must be completed and filed in TRIM.

6. Administration

Audit, Risk and Corporate Governance will:
- Maintain a policy register on TRIM.
- Monitor policy review dates and advise policy contact officers when reviews are due.
- Ensure new and revised policies are uploaded to the CIT website following confirmation of approval from the policy owner and the completed Policy Review Checklist and Amendment and Review Record
- Keep abreast of whole of government policies and advise policy owners/officers if changes with whole of government policy impacts CIT policies

Policy contact officers are responsible for:
- Initiating a review of the policy when there is a change in legislation or other regulatory requirement.
- Ensuring the policy is reviewed by the due date.
- Ensuring all relevant documentation has been completed and filed in TRIM along with the final version of the policy or procedure and approval email.
- Communicating with key stakeholders that a new or amended policy or procedure has been published
- A transition plan to support stakeholders to enact the new policy or procedure, where the changes are significant to practice

7. Providing a link to the TRIM file to Audit, Risk and Corporate Governance at arcg@cit.edu.au .When policies are no longer required

The Executive Director (policy owner) may determine at any time that a policy is no longer required. Executive approval (email detailing the reason to abolish a policy) and any associated communication should be recorded and placed in the TRIM file. Audit, Risk and Corporate Governance, once advised, will ensure the policy register is updated, the policy is removed from the website and the TRIM file closed. The Policy Owner should issue a Newsfeed item advising that the policy has been abolished.

SECTION TWO – WRITING A POLICY AND PROCEDURE

8. Policies and procedures – what is the difference?

Policies are high level documents that outline CIT's position on operational matters, and in many cases are developed to address specific legislative requirements. They are presented as clear and concise statements on what CIT must do and the reasons why CIT is doing something in a certain way.

Procedures guide the implementation of a policy i.e. the 'how to' and should provide step by step actions required to complete a task. Not all policies will have accompanying procedures and there may be times when standalone procedures are required. Procedures, developed by the responsible area under the direction of the policy owner, are mandatory unless otherwise stated.

Policies and procedures at CIT are developed as separate documents.

9. Tips for writing policies and procedures

All policies and procedures must be written on the current templates found on the staff intranet site.

The policy should be written in plain English. This means writing in a way that is easily understood by the target audience, including members of the public. Writing must be clear, concise and technical language, acronyms and jargon should be avoided.

The CIT Style Guide should be used to ensure consistency of style and language across all policies.

Use references to primary source documents, such as enterprise agreements or legislation, wherever possible to reduce duplication and minimise cross-referencing to other policies.

10. Policy Template

10.1 Policy Number

All policies must have a unique TRIM file numbered under the TRIM conventions i.e. 2024/777. This number will be the policy unique identification number.

10.2 Header and Footer

The Header is the standard CIT controlled document header. The Footer contains the date of approval and six fields which must be completed before a policy is submitted for final approval:
- Policy owner
- TRIM container number
- Date of next major review
- Page number
- Category (students, training and assessment, staff, corporate)
- Keywords (for ease of searching)
- Approval for publication to open access (if no then reason must be provided)

10.3 Policy Title

The name of the policy should include the key word as the first word wherever possible i.e. such as Fees Policy, Assessment Policy etc. This will ensure easy identification through the A-Z list and will also assist when searching for a policy. CIT should not be used in the policy title.

10.4 Purpose

This is a short statement of what CIT is achieving by having this policy and should be clear and specific. It will take the form of 'To ensure students have...' or 'To enable staff to...' or 'To identify ...'. It suggests that there is an issue or problem which this policy resolves.

10.5 Scope

This is a short, clear statement of who or what is covered by the policy. For example, it may be all students, all staff, or all of a certain class of documents. Scope does not need to say what the policy does not cover, unless it is something very specific.

10.6 Principles

Principles must be written as clear points of why and what is required. These are the 'what we do' part of every policy. They are short, numbered statements of principle. They are expressed as statements of intention, using verbs such as 'must', 'will be', or 'are to be'.

Roles and responsibilities may be outlined within this section.

10.7 Documentation (legislation and related documents)

The section should include the Authority Source which is any specific ACT or Commonwealth legislation or other legally binding agreements, frameworks or standards that directly relate to the policy. Other relevant documents should include associated legislation, CIT policies (ensure policy titles are correct), and other regulatory information. Documents included here must be directly related to the policy. All associated legislation and documents should be hyperlinked to an external facing website, wherever possible. All hyperlinks must be checked prior to submission.

10.8 Definitions

All terminology should be included in the CIT Definition of Terms to ensure consistency in definitions across policies. Very specific definitions to the policy can be included in the template to assist the reader. Acronyms should not be included in definitions, but can be included throughout the document, providing the first iteration is spelt out in full. Please note there is no need to use an acronym if it is only used once.

10.9 Policy Contact Officer

Include the job title of the policy contact officer. To reduce the need for minor amendments do not include the officer's name and number. Contact information for CIT Student Services on (02) 6207 3188 or email infoline@cit.edu.au is provided here.

10.10 Procedures

A link to any associated procedures should be provided here. If there are no associated procedures the

word 'nil' should be recorded. This section also notes that the policy is implemented through the associated procedures and the authority to make changes to the procedures rests with the policy owner.

10.11 Review date

The next major review date is recorded as the month and year. Minor amendments do not change the review date.

11. Procedures Template

Procedures will vary from basic instructions to complex processes depending on the task to be conducted. Procedures may complement existing policies or may be standalone documents.

11.1 Title

The title of the procedure should be the same as the title of the associated policy if there is one (replacing the word policy with procedure) i.e. Assessment Policy and Assessment Procedures.

11.2 Associated policy

The procedures must include a hyperlink to any associated policy.

11.3 Step by step directions

Procedures should include a step by step guide to the actions required, wherever possible. These should be listed in the order in which they are carried out. Ensure mandatory actions are expressed by using words such as 'shall' and 'must'. Avoid words such as 'may' or 'could' as this creates ambiguity.

11.4 Flow chart

Only use a flow chart if this will assist in clarifying the process for the reader. The flowchart should be developed using Microsoft Visio. This is available on all CIT computers but may need to be activated through Shared Services ICT.

11.5 Background

Background information should be included after the procedures such as fee schedules or other reference materials.

11.6 Procedure number

The procedure document will have the same number as the associated policy (i.e. TRIM Container). In the case of a standalone procedure, a separate TRIM container should be opened and the number used as the unique identifier.

11.7 Supporting documents

If there are forms or other information required as part of the procedures make sure they are provided through a hyperlink. If the documents are on the staff intranet site i.e. not publicly available the words (for CIT staff only) should be included.

11.8 Header and footer

The Header is the standard CIT controlled document header and must not to be changed. The Footer contains five fields which must be completed:

- Date updated
- Date of next review (usually coinciding with the next related policy review)
- Procedure contact officer
- TRIM container number

12. Associated Documents

Additional documents may be attached to the policy and procedure as separate files. These may include flow charts, forms or additional explanatory material. These can be approved by the business owner and be in a format appropriate to the type of document – no template has been established for these.

DOCUMENT CONTROL

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Revision

The Guide should be reviewed at least every three years. Version one of this document was prepared as part of the Policy Innovation Project conducted in 2016 and was endorsed by the Executive Management Committee in April 2016. It replaced the Policy Lifecycle Policy.

Version	Reason	Date	Responsible officer
1	Initial Draft	April 2016	Grace Concannon
2	Review	October 2019	Grace Concannon
3	Review	November 2022	Daniel Riley
4	Review	April 2024	Bree Slater

Review and Authorisation

The Guide is endorsed by the Executive Director Corporate Services.

Meghan Oldfield
Executive Director Corporate Services
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