

Example Policy and Procedure Document

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Latest changes as at [date]

The most recent changes are summarised below.

Section changed	Key changes
[link to heading]	[summarise key changes]

In this section

- [list and link to the next level of headings]
-
-

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Description

Definitions

Definition

[define/explain the term here]

Definition

[define/explain the term here]

Responsibilities

Role

[describe the main function / purpose of the dept/team/position]

Responsible for:

- [brief, high-level statement of responsibility]
-

Role

[describe the main function / purpose of the dept/team/position]

Responsible for:

- [brief, high-level statement of responsibility]
-

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Standards

Policy

[brief, succinct statement of policy]

Purpose

[describe the purpose / rationale]

Scope

This covers:

- [what is covered/included]
-

It does **not** cover:

- [what is not covered] – see [link to where it is covered]
-

Applies to

This applies to:

- [who]
-

It does **not** apply to:

- [who]
-

Frequency

This is carried out [when?], [how often?].

References

For more information, refer to:

- [list and link to relevant references]
- [related policies]
- [related procedures]
- [related standards]

Legal, compliance and audit requirements

Legal requirements

Legal requirements

The table below summarises the legislative and regulatory requirements that must be met.

Act / Regulation	Summary of Requirements

Penalties and consequences

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Version Number: 1.0

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[describe the penalties/consequences of non compliance]

Compliance requirements

Compliance

The table below summarises the standards that must be complied with.

Standard	Summary of Requirements

Penalties and consequences

[describe the penalties/consequences of non compliance]

Audit requirements

Audits

The table below summarises the audit requirements.

Audit Type	When	Audit Checklist
[audit type]	[frequency]	[link to checklist]

References

For more information, refer to:

- [list and link to relevant references]
- [related policies]
- [related procedures]
- [related standards]

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Procedures

Process

The table below describes the process for [task].

Stage	Description
1	[link to the relevant procedure]
2	
3	
4	
5	
6	
7	
8	
9	

Flowchart

Flowchart

The diagram below illustrates [task].

[insert the flowchart here]

Procedure title

When

This procedure is carried out [when?].

Who

This procedure is carried out by [who?].

Before you begin

Before you begin, you need:

- [what do you need?]
-

Procedure

To [description of task, e.g. wash the car], complete the steps below.

Step	Action
1	[describe action required] Result: [describe what happens as a result]
2	
3	
4	
5	
6	
7	
8	[describe decision to be made presented as a question]
	If...
	Then...

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Step	Action	
	[possible answer]	[action required]
	[possible answer]	[action required]
	[possible answer]	[action required]

Next....

When you have completed this procedure you need to [link to the next procedure in the process].

Hints and tips

[describe useful hints and tips for advanced users, e.g. shortcuts.]

Procedure title

When

This procedure is carried out [when?].

Who

This procedure is carried out by [who?].

Before you begin

Before you begin, you need:

- [what do you need?]
-

Procedure

To [description of task, e.g. wash the car], complete the steps below.

Step	Action	
1	[describe action required] Result: [describe what happens as a result]	
2		
3		
4		
5		
6		
7		
8	[describe decision to be made presented as a question]	
	If...	Then...
	[possible answer]	[action required]
	[possible answer]	[action required]
	[possible answer]	[action required]

Next....

When you have completed this procedure you need to [link to the next procedure in the process].

Hints and tips

[describe useful hints and tips for advanced users, e.g. shortcuts.]

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Procedure title

When

This procedure is carried out [when?].

Who

This procedure is carried out by [who?].

Before you begin

Before you begin, you need:

- [what do you need?]
-

Procedure

To [description of task, e.g. wash the car], complete the steps below.

Step	Action	
1	[describe action required] Result: [describe what happens as a result]	
2		
3		
4		
5		
6		
7		
8	[describe decision to be made presented as a question]	
	If...	Then...
	[possible answer]	[action required]
	[possible answer]	[action required]
	[possible answer]	[action required]

Next....

When you have completed this procedure you need to [link to the next procedure in the process].

Hints and tips

[describe useful hints and tips for advanced users, e.g. shortcuts.]

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Attachments

Attachments

The table below lists attachments referred to in this document.

Forms and Attachments	Description
[title (linking to file)]	[purpose and how it is used]

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Document control information

Document status

The current status of this document is shown below.

Document Number	Example Policy and Procedure Document
Version	1.0
Issue Date	20/04/2008
Owner	Your Company Name
Confidentiality	Your Confidentiality Statement

Document history

The history of changes made to this document is shown below. The most recent changes are listed first.

Version	Date	Summary of Changes
1.0	[month, year]	First issue.

Approval

This document has been approved for publishing by:

Reviewed by	[name, job title and department]
Authorised by	[name, job title and department]

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