

Policy and Procedure Development and Management Procedure

1 Purpose & Objective

- 1.1 This document outlines the procedure for developing, reviewing, amending and rescinding IIBITEG policy and related subsidiary documents as outlined in the IIBITEG Governance Framework.
- 1.2 The objective of the procedure is to maintain the rigour of IIBITEG policy and related subsidiary documents and consistency of approach across relevant IIBITEG entities as defined by the Scope of this procedure.

2 Scope

- 2.1 This procedure applies to the development and management of policy and procedure for the following IIBITEG entities:
 - a) IIBIT Australian Higher Education Group (IIBIT-AHE);
 - b) IIBIT Academy of English;
 - c) IIBIT Vocational Studies.

3 Procedure: Policy Document Lifecycle

- 3.1 The lifecycle of all policy follows the sequence as outlined in Figure 1.
- 3.2 Each phase of the lifecycle is designed to support the principles of the Governance Document Requirements (section 4 of the Governance Framework).

Figure 1: Policy Lifecycle



Policy Initiation

- 3.3 A request to initiate a new policy may come from any staff member of the IIBITEG entities covered by this procedure.
- 3.4 To establish the need for a new policy, the initiator must submit a New Policy or Procedure Proposal Form to the Board of Governance to establish the rationale for a new policy.
- 3.5 The Board of Governance determines if the request meets Policy Initiation Criteria, as outlined in clause 3.8 below.
- 3.6 If approved, the Chief Executive Officer (CEO) appoints a Document Administrator to guide the development of the policy and, in most instances, direct its ongoing management and review.
- 3.7 If the request is declined the Board of Governance may request that the issue is addressed via:
- a) a major amendment to an existing policy;
 - b) a major amendment to an existing procedure;
 - c) a minor amendment to an existing policy;
 - d) a minor amendment to an existing procedure;
 - e) the development of a new procedure to an existing policy; or
 - f) the development of a work unit-level process.
- 3.8 Policy Initiation Criteria:
- a) the issue and associated process is not thematically linked to existing policy and/or requires governance or management via an alternate set of principles;
 - b) the issue and associated process is broadly applicable at an entity level;
 - c) there is a clear requirement for standardised practice across the entity.

Policy Drafting and Consultation

- 3.9 If the proposal is approved under clause 3.6 or a request to proceed is given under clause 3.7a, the Document Administrator undertakes an environmental scan to identify current good practice and sector trends to inform the development of a new policy or the revision of an existing policy.
- 3.10 In consultation with relevant stakeholders the Document Administrator drafts a new policy or amends the existing policy.
- 3.11 A draft is circulated by the Document Administrator to existing stakeholders and, where valid, feedback is incorporated into the policy document.
- 3.12 A request to proceed under sub-clauses 3.7c, 3.7d, 3.7e or 3.7f is administered under clause 4.5.2 of section 4 of the Governance Framework.

Policy Approval and Endorsement

- 3.13 The Document Administrator is responsible for submitting the policy document for approval/and or endorsement to the appropriate body as outlined in section 4 of the Governance Framework.
- 3.14 The document will be supported by:
- a) a short briefing document (2-3 pages) outlining the findings and feedback undertaken during the Drafting and Consultation Phase;
 - b) a high-level plan outlining how the new or amended policy will be implemented and communicated to staff and students; and
 - c) new or amended subsidiary documents.
- 3.15 If approved and endorsed the Document Administrator commences implementation of the new or amended policy and ensures that it is recorded in accordance with the record management requirements.
- 3.16 If declined, feedback will be provided by the approving body for further review and consultation.

Policy Implementation

- 3.17 The Document Administrator is responsible for initiating and monitoring the implementation of the new or amended policy in conjunction with relevant stakeholders.
- 3.18 To ensure the policy is meeting its objectives and being implemented effectively the approving body or the Board of Governance may request an implementation audit outside the standard timeframe for Review and Improvement.

Policy Review and Improvement

- 3.19 All policies, including their subsidiary documents, are reviewed on a cyclical five-year timeframe. They may be reviewed individually or by broad theme (e.g all student-facing policies).
- 3.20 The decision to review by theme rests with the approving body and/or the Board of Governance.
- 3.21 Policies, including their subsidiary documents, may be reviewed at any time within the review cycle in response to internal demands, changes in sector practice or legislative or regulatory change.
- 3.22 The decision to review outside the standard review cycle rests with the approving body and/or the Board of Governance.
- 3.23 The terms of reference for reviews are determined by the approving body and must include as a minimum:
- a) feedback from relevant stakeholders;
 - b) outcomes of an environmental scan;
 - c) data on complaints and appeals related to the implementation of the policy;
 - d) information on any known breaches to the policy during the review period;

- e) analysis of the policy and its related subsidiary documents in relation to academic and corporate risk; and
- f) a focus on quality improvement.

3.24 The review is coordinated by the Document Administrator.

Policy Amendment or Rescission

3.25 The Review and Improvement phase may result in one or a combination of outcomes:

- a) no change to the policy or its related subsidiary documents;
- b) major amendment to the policy;
- c) minor amendment to the policy;
- d) major amendment to the related subsidiary documents;
- e) minor amendment to the related subsidiary documents; or
- f) recession of the policy.

3.26 An outcome which includes that outlined in 3.25b requires the Document Administrator to revert to the Policy Drafting and Consultation phase of this procedure.

3.27 Outcomes outlined under sub-clauses 3.25c, 3.25d, 3.25e are administered as per clause 4.5.2 of section 4 of the Governance Framework.

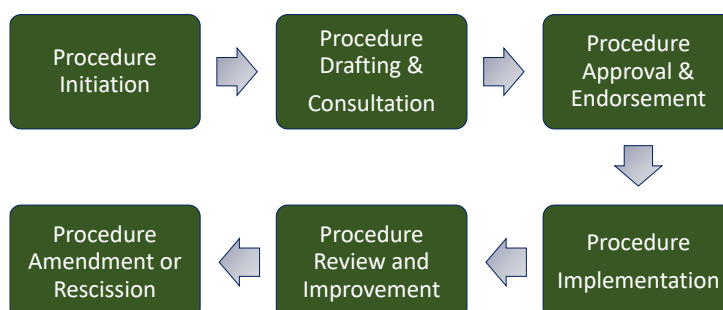
3.28 An outcome to rescind a policy, 3.25f, is administered as per clause 4.5.4 of section 4 of the Governance Framework.

4 Procedure: Procedure Document Lifecycle

4.1 The lifecycle of all procedures follows the sequence as outlined in Figure 2.

4.2 Each phase of the lifecycle is designed to support the principles of the Governance Document Requirements (section 4 of the Governance Framework).

Figure 2: Procedure Lifecycle



Procedure Initiation

- 4.3 A request to initiate a procedure may come from any staff member of the IIBITEG entities covered by this procedure or the outcome of a decision by the Board of Governance under sub-clause 3.7e of this procedure.
- 4.4 To establish the need for a new procedure, the initiator must submit a New Policy or Procedure Proposal Form to the Board or Committee responsible for approving the parent policy.
- 4.5 The Board or Committee responsible for approving the parent policy determines whether the request meets Procedure Initiation Criteria, as outlined in clause 4.8 below.
- 4.6 If approved, the CEO appoints a Document Administrator to guide the development of the procedure and, in most instances direct its ongoing management and review.
- 4.7 If the request is declined the Chair may request that the issue is addressed via:
- a) a major amendment to an existing procedure;
 - b) a minor amendment to an existing procedure;
 - c) the development of a work unit-level process.
- 4.8 Procedure Initiation Criteria:
- a) the issue and associated process is not adequately covered by or not naturally fit within the context of existing procedures;
 - b) the issue and associated process is broadly applicable at an entity-level;
 - c) there is a clear requirement for standardised practice across the entity.

Procedure Drafting and Consultation

- 4.9 If the proposal is approved under clause 4.6 or a request to proceed is given under clause 4.7a, the Document Administrator undertakes an environmental scan to identify current good practice and sector trends to inform the development of a new policy or the revision of an existing policy.
- 4.10 In consultation with relevant stakeholders the Document Administrator drafts a new procedure or amends the existing procedure.
- 4.11 A draft is be circulated by the Document Administrator to existing stakeholders and, where valid, feedback is incorporated into the procedural document.
- 4.12 A request to proceed under sub-clauses 4.7b or 4.7c is administered under clause 4.5.2 of section 4 of the Governance Framework.

Procedure Approval and Endorsement

- 4.13 The Document Administrator is responsible for submitting the procedure document for approval/and or endorsement to the appropriate body as outlined in section 4 of the Governance Framework.
- 4.14 The document will be supported by:

- a) a short briefing document (2-3 pages) outlining the findings and feedback undertaken during the Drafting and Consultation Phase;
- b) a high-level plan outlining how the new or amended procedure will be implemented and communicated to staff and students; and
- c) new or amended subsidiary documents.

4.15 If approved and endorsed the Document Administrator commences implementation of the new or amended procedure and ensures that it is recorded in accordance with the record management requirements.

4.16 If declined, feedback will be provided by the approving body for further review and consultation.

Procedure Implementation

4.17 The Document Administrator is responsible for initiating and monitoring the implementation of the new or amended procedure in conjunction with relevant stakeholders.

4.18 To ensure the procedure is meeting its objectives and being implemented effectively the approving body or the Board of Governance may request an implementation audit outside the standard timeframe for Review and Improvement.

Procedure Review and Improvement

4.19 Procedures are generally reviewed as part of the review of the parent policy as per the Policy Review and Improvement section of this procedure.

4.20 Procedures, including their subsidiary documents, may be reviewed at any time separate to the review of a parent policy in response to internal demands, changes in sector practice or legislative or regulatory change.

4.21 The decision to review outside the standard review cycle rests with the approving body of the parent policy and/or the Board of Governance.

4.22 The terms of reference for reviews are determined by the approving body and must include as a minimum:

- a) feedback from relevant stakeholders;
- b) outcomes of an environmental scan;
- c) data on complaints and appeals related to the implementation of the procedure;
- d) information on any known breaches to the procedure during the review period;
- e) analysis of the procedure and its related subsidiary documents in relation to academic and corporate risk; and
- f) a focus on quality improvement.

4.23 The review is coordinated by the Document Administrator.

Procedure Amendment or Rescission

- 4.24 The outcome of review of a procedure as part of the review of the parent policy as per clause 4.19 is administered under the Policy Amendment or Rescission section of this procedure.
- 4.25 The outcome of a review of a procedure under clause 4.20 may result in one or a combination of outcomes:
- a) no change to the procedure or its subsidiary documents;
 - b) major amendment to the procedure;
 - c) minor amendment to the procedure;
 - d) major amendment to subsidiary documents;
 - e) minor amendment to subsidiary documents; or
 - f) rescission of the procedure.
- 4.26 An outcome which includes that outlined in 4.25b requires the Document Administrator to revert to Procedure Drafting and Consultation phase of this procedure.
- 4.27 Outcomes outlined under sub-clauses 4.25c, 3.25d, 3.25e are administered as per clause 4.5.2 of section 4 of the Governance Framework.
- 4.28 An outcome to rescind a procedure, 4.25f, is administered as per clause 4.5.4 of section 4 of the Governance Framework.

5 Roles and Responsibilities

Approvals and Endorsement

- 5.1 Approvals and endorsement of policy and procedure are per clause 4.4.7 and 4.4.8 of section 4 of the Governance Framework.

Document Administration

- 5.2 Each policy or related subsidiary document is managed by a designated Document Administrator.
- 5.3 The Document Administrator is appointed by the CEO and designated by position title.
- 5.4 The Document Administrator is responsible for ensuring that the policy or related subsidiary document is developed and managed in accordance with each phase of the Policy Lifecycle and Procedure Lifecycle as outlined in Figures 1 and 2.

Consultation and Feedback

- 5.5 All internal stakeholders are encouraged and supported to engage constructively with the consultation and review phases of the Policy Lifecycle and Procedure Lifecycle.

6 Definitions

CEO	means the Chief Executive Officer of IIBTEG
CHAIR	means a person appointed to each board or committee of IIBITEG with the responsibility for approving the agenda, meeting papers and minutes and presiding over the meeting to ensure that participants are following the conventions of the meeting
CHAIRPERSON	means the chair of the IIBTEG Board of Governance
DOCUMENT ADMINISTRATOR	means an employee of IIBITEG appointed by the Chief Executive Officer (CEO) to guide the development of policy and procedure and, in most instances, direct its ongoing management and review
POLICY	means a high-level principles-based document that guides IIBITEG’s strategic intent or approach in relation to a particular subject or theme
PROCEDURE	means an action-based document that translates principle-based policies into action by outlining who within IIBITEG undertakes specific actions, in what timeframe to guide the day-to-day operations of IIBITEG
RELATED SUBSIDIARY DOCUMENTS	means documents which support the implementation of procedures
STAKEHOLDERS	means a person, group of people, or an organisation that can affect or be affected by IIBITEG’s strategy, policies or procedures

7 Associated Information

Related Documents	IIBITEG Governance Framework
Related Legislation	Higher Education Standards Framework 2015
Date Approved	29 March 2019
Date of Effect	29 March 2019
Date of Review	August 2022
Approval Authority	IIBITEG Board of Governance
Document Administrator	Senior General Manager (Operations)
PinPoint Doc ID	292

8 Change History

Version Control	Version 1.2	
Change Summary	V1.2 2-May-19	Update Document Administrator from Provost to SGMO
	V1.1 29-Mar-19	<ul style="list-style-type: none"> Amended clause 3.13 to specify that all documents to be endorsed by the BoG prior to implementation Update document administrator from SGMAC to Provost and administrative updates

Appendix 1: Policy Template


A standard policy format ensures clarity and consistency. IIBITEG policies will be written and maintained following the format described below.

Policy Elements

Element	Requirement	
IIBITEG Entity	Entity to which the Policy applies designated by appropriate logo in the document header.	
Policy Category & Reference Number	Specify if the policy is Academic or Corporate and apply the document reference number	
Policy Name	IIBITEG policy name	
Purpose and Objective	Outlines what the policy is designed to address and the broad intention or outcome sought	
Scope	Identification of the (a) campus, (b) student population [all/domestic/international], (c) other internal stakeholders [staff/governance/alumni/partners etc] governed by the policy	
Policy Statement	Statement of philosophy, position, rule, regulation or direction	
Roles and Responsibilities	Broadly outlines key responsibilities related to the policy	
Definitions	Meaning and interpretation of terms used in the policy	
Associated Information	<i>Related Documents</i>	All internal documents that intersect with/or are subsidiary to the policy
	<i>Related Legislation</i>	All related legislation/regulation/standards
	<i>Date Approved</i>	Date approved by the approving body
	<i>Date of Effect</i>	Date from which the policy takes effect
	<i>Date of Review</i>	Date on which the policy is due to be formally approved
	<i>Approval Authority</i>	Name of approval authority
	<i>Document Administrator</i>	Position title of the Document Administrator
Change History	<i>Version Control</i>	Version number
	<i>Change Summary</i>	Short summary of variations between versions (50-60 words only)

Policy Style

All policies will conform with the following style exemplar.



Policy Category: xxxx
 Document Ref: xxxxx

Policy Name *(Calibri Body; Bold; 24 Font; Centred)*

- 1 **Purpose & Objective** *(Calibri Body; Bold; 14 Font; Numbered)*
 - 1.1 This policy outlines xxxxx. *(Calibri Body, 11.5 Font, Numbered, Line Spacing 12pt before)*
- 2 **Scope**
 - 2.1 This policy applies to xxxxxx *(Calibri Body, 11.5 Font, Numbered; Line Spacing 12pt before)*
 - a) xxx *(Calibri Body, 11.5 Font, lettered; Line Spacing 12pt before)*
- 3 **Policy Statement**
 - 3.1 As per Scope
- 4 **Roles and Responsibilities**
 - 4.1 As per Scope
- 5 **Definitions**
 - 5.1 **Word/Phrase to be defined:** *(Calibri Body, Bold; 11.5 Font, Numbered; Line Spacing 12pt before)* Definition *(Calibri Body, 11.5 Font, Numbered; Line Spacing 12pt before)*
- 6 **Associated Information**

Related Documents	• <i>(Calibri Body, 11.5 Font, Bulleted)</i>
Related Legislation	• <i>(Calibri Body, 11.5 Font, Bulleted)</i>
Date Approved	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Date of Effect	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Date of Review	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Approval Authority	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Document Administrator	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
- 7 **Change History**

Version Control	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Approving Body	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Change Summary	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>

Appendix 2: Procedure Template

A standard procedure format ensures clarity and consistency. IIBITEG procedures will be written and maintained following the format described below.

Policy Elements

Element	Requirement	
IIBITEG Entity	Entity to which the Policy applies designated by appropriate logo in the document header.	
Parent Document Procedure Reference Number	Specify the parent policy and the document reference number	
Procedure Name	IIBITEG procedure name	
Purpose and Objective	Outlines what the procedure is designed to address and the broad intention or outcome sought	
Scope	Identification of the (a) campus, (b) student population [all/domestic/international], (c) other internal stakeholders [staff/governance/alumni/partners etc] governed by the policy	
Procedure	Set out and describe the processes and actions required to enable the implementation of the relevant section of the parent policy. Descriptions should include specific responsibilities, timelines and circumstances in which procedures are varied.	
Definitions	Meaning and interpretation of terms used in the procedure	
Associated Information	<i>Related Documents</i>	All internal documents that intersect with/or are primary or subsidiary to the procedure
	<i>Related Legislation</i>	All related legislation/regulation/standards
	<i>Date Approved</i>	Date approved by the approving body
	<i>Date of Effect</i>	Date from which the procedure takes effect
	<i>Date of Review</i>	Date on which the procedure is due to be formally approved
	<i>Approval Authority</i>	Name of approval authority
	<i>Document Administrator</i>	Position title of the Document Administrator
Change History	<i>Version Control</i>	Version number
	<i>Approving Body</i>	Name of approving body (will alter depending if the version is subject to minor or major amendment)
	<i>Change Summary</i>	Short summary of variations between versions (50-60 words only)

Procedure Style

All policies will confirm with the following style exemplar.

Procedure Name *(Calibri Body; Bold; 24 Font; Centred)*

1 Purpose & Objective *(Calibri Body; Bold; 14 Font; Numbered)*

1.1 This procedure xxxxx. *(Calibri Body, 11.5 Font, Numbered, Line Spacing 12pt before)*

2 Scope

2.1 This procedure applies to xxxxxx *(Calibri Body, 11.5 Font, Numbered; Line Spacing 12pt before)*

a) All subclauses *(Calibri Body, 11.5 Font, lettered; Line Spacing 12pt before)*

3 Procedure

Subheading *(Calibri Body, 12 Font, Left Aligned with Major Head; Line Spacing 12pt before)*

3.1 As per Scope

4 Roles and Responsibilities

4.1 As per scope

5 Definitions

5.1 **Word/Phrase to be defined:** *(Calibri Body, Bold; 11.5 Font, Numbered; Line Spacing 12pt before)* Definition *(Calibri Body, 11.5 Font, Numbered; Line Spacing 12pt before)*

6 Associated Information

Related Documents	• <i>(Calibri Body, 11.5 Font, Bulleted)</i>
Related Legislation	• <i>(Calibri Body, 11.5 Font, Bulleted)</i>
Date Approved	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Date of Effect	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Date of Review	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Approval Authority	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Document Administrator	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>

7 Change History

Version Control	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Approving Body	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>
Change Summary	<i>(Calibri Body, 11.5 Font, Left Aligned)</i>

Appendix 3: New Policy or Procedure Proposal Form

NEW POLICY OR PROCEDURE PROPOSAL FORM

Proposed Policy or Procedure:	<<Name>>
Sponsored by:	<<Position title and name of the person sponsoring this proposal>>
Parent Policies:	<<If applicable, name parent policy of not Not Applicable>>
Document Administrator:	<<If an existing policy or procedure, note the position title of the Document Administrator or note Not Applicable>>
Related Governance Documents:	<<List all related documents>>
Date of Proposal	<<Date>>
Approval and/or Endorsement Body:	<<List Approval Body>> <<List Endorsing Body>>

Description & Rationale

<<This section should include a description of the policy or procedure addressing the subject area of, the aim and intent of the document and the rationale for the proposal.>>

Impact Statement

<<Identify the impact on current policies/ procedures; identify any resource or compliance implications.>>

Timeframe for development

<<Give an indication of the timeline for completion and implementation. Please give an indication of the urgency and the reason supporting the urgency eg legislative change.>>

Approval Criteria

<< Discuss how the proposal meets the relevant approval criteria as set out in the Policy and Procedure Development and Management Procedure. >>

Appendix 4: Policy and Procedure Review Template

REVIEW OF POLICY OR PROCEDURE (MAJOR AMENDMENT) TEMPLATE

Proposed Policy or Procedure:	<<Name>>
Sponsored by:	<<Position title and name of the person sponsoring this proposal>>
Parent Policies:	<<If applicable, name parent policy of not Not Applicable>>
Document Administrator:	<<If an existing policy or procedure, note the position title of the Document Administrator or note Not Applicable>>
Related Governance Documents:	<<List all related documents>>
Approval and/or Endorsement Body:	<<List Approval Body>> <<List Endorsing Body>>
Date of Review:	<<Date>>
Reviewer/Review Panel:	<<Name of Reviewer>> <<Name of Review Panel – if applicable>>

Description & Rationale

<<Outline the broad intent of the policy or procedure>>.

<<Outline why this policy or procedure is being reviewed (cyclical, change of business process, restructure, CAPA request, compliance changes).>>

Review Outcomes

<<Outcomes of internal needs analysis>>

<<Outcomes of CAPA analysis>>

<<Outcomes of compliance analysis (including known breaches)>>

<<Outcomes of internal consultation>>

<<Outcomes of literature review>>

<<Outcomes of environmental scan of good practice>>

Recommendations

<<Outline recommendations for retaining the status quo.>> OR

<<Outline recommendations for changes/recession.>>

<<Attachment: draft revised policy or procedures for approval.>>