

Best Practice Guidelines

Consultation

Consultation is central to the policy cycle and is important for successful implementation. The consultation process is made up of the following stages:

- i) Pre-development – scoping the policy requirements with key policy stakeholders prior to the commencement of drafting.
 - ii) Drafting– where a new policy is written or when an existing policy is being reviewed and edited.
 - iii) Approval – the author identifies and consults all relevant stakeholders prior to presenting the policy to a central committee for consideration and referral to the policy making authority.
 - iv) Reviewing – where the author considers feedback from stakeholders and determines what changes need to be incorporated into the draft policy.
- It is the authors responsibility to identify and consult with key stakeholders as early as possible within the policy development process.
 - Internal stakeholders - departments, colleges, divisions, academics, researchers, professional staff
 - External stakeholders - student organisations
 - The consultation process should identify any implementation issues e.g communication strategies and resources required to implement the policy, change management, development of training. The consultation process should also canvass establishing performance indicators to support the policy implementation and review processes with key stakeholders - policy owner, body responsible for monitoring implementation and compliance.
 - The author should provide sufficient time for feedback to be considered and incorporated into the draft policy. In some cases a further series of consultations with key stakeholders may be required if major revisions have been made to the draft policy after the first round of consultation.
 - Consultation can be undertaken in a variety of ways – campus or departmental forums, phone conversations, conducting a survey, emails, focus groups, formal committee meetings, contact with other institutions that have a similar policy and also via the online consultation tool in the Policy Library.
 - A record should be kept on what consultation occurred outside of the online consultation tool in the Policy Library, any feedback provided and any identified issues where consensus with stakeholders was not achieved.

Communication

Once the Policy has been approved, the following actions will be undertaken by Governance and Policy Services:

- The Policy Advisor receives an action memo from the authorising body and will publish the document in the Policy Library.
- The Policy Author and the Responsible Policy Officer is notified by email that the policy is available and provided with a hyperlink to the document in the Policy Library.

POLICY CONSULTATION, COMMUNICATION, IMPLEMENTATION AND REVIEW

- The [Bulletin Board in the Policy Library](#) identifies policies and procedures that have recently been approved and/or came into effect in the last two months.
- To ensure version control, documents that reside in the Policy Library should not be uploaded to individual websites of divisions or units. It is recommended that hyperlinks be created to the relevant document in the Policy Library.

Implementation

It is the responsibility of the people or bodies identified in the Policy to implement and monitor the policy.

- If a policy requires a change to how things are done, a change management approach should be used.
- The author and those responsible for implementing the policy should determine how to best implement targeted communications and any training requirements.
- The Procedures should identify the evaluation tools for the implementation of the policy and compliance reporting requirements.

Review

- Policies generally have a formal review date set for every 3-4 years, but in some cases, annual review dates may be scheduled.
- Governance and Policy Services will notify the Responsible Policy Officer via a system generated email that a Policy is due for review prior to the review date.
- Minor updates that do not change content, do not require formal approval e.g names of committees, titles of staff and contact emails, review dates and can be undertaken directly with the Policy Officer in Governance and Policy Services.
- Any substantial changes to policy content will need to go through the formal approval process.

Approval

Academic Board

Approves policies on academic and research matters including admissions to degrees, diplomas and other awards, new and revised programs, teaching, learning, assessment and student conduct, research, academic promotions and academic appointments, prizes and scholarships.

Council

Council approves policies that have a significant strategic, financial or reputation risk attached. Council also reviews academic policies established by Academic Board.

Senior Executive Group

The Vice-Chancellor approves administrative policies on the recommendation of the Senior Executive Group. Administrative policies are defined as those that relate to administrative activities or academic support.