



# Procedure

## Policy and procedure development and improvement cycle

### Audience

Department-wide

Version effective: 29/10/2020

Version: 2.0

### Purpose

This procedure outlines the Department of Education's (the department) approach to developing effective policies and procedures consistent with the [Policy management framework](#) development and improvement cycle.

### Overview

Policies and procedures allow the department to articulate its functions, responsibilities and purpose, while also managing operational issues and risks. Policies and procedures explain what the department and its officers will do, how they will do it, and the overarching intent, imperative or direction informing those activities.

### Responsibilities

#### Content authors

- develop and review policies and procedures in line with the Policy management framework's development and improvement cycle
- consult with all relevant stakeholders to ensure policies and procedures are fit for purpose
- apply the [Publication approval schedule](#) process to identify an appropriate approver
- advise relevant stakeholders when policies and procedures have been published or decommissioned.

#### Consultation stakeholders (internal and external)

- review policies and procedures circulated for consultation and provide feedback to content authors.

#### Policy and Procedure Register team (PPR team), Strategy and Performance

- provide advice and support to content authors and owners on the development and management of policies and procedures
- manage the external stakeholder consultation process for all policies and procedures
- ensure content meets publishing requirements and standards
- undertake system administration activities and maintenance of departmental records for the PPR



- monitor, review and provide management information and data to senior executives and content owners.

### Deputy Directors-General (DDG) – as the content owner

- ensure policies convey government intent and obligations, and procedures clearly outline the process and responsibilities required to support policy implementation
- ensure policies and procedures remain current and accurate
- review policies and procedures as scheduled or in response to changes in government priorities or other drivers
- manage and approve policies, procedures and supporting documents
- nominate appropriate approver(s) for each new policy and procedure
- refer policies and procedures to the Executive Management Board for approval when required.

### Assistant Directors-General (ADG), Executive Directors or Directors – as nominated approvers

- manage or approve policies and procedures assigned to them by the content owner
- support content owners by ensuring policies and procedures are accurate and not overdue for review.

### Executive Management Board (EMB)

- approve policies and procedures referred by content owners.

## Process

Policy and procedure management follows the development and improvement cycle outlined in the [Policy management framework](#). The [Policy and procedure development and improvement process summary](#) provides a high level outline of the steps below.

### Policy and procedure development and improvement cycle



## 1. Author

### 1.1 Identify if a new policy or procedure is required, or if an existing policy or procedure requires updating or decommissioning

- The content owner or author identifies a new policy or procedure or a change to an existing policy or procedure is required in response to changes in government priorities or other drivers.
- Prior to commencing, the content author considers the [Policy management framework](#) and determines the most appropriate policy instrument and policy hierarchy to meet their business objectives.

### 1.2 Content author develops new policy or procedure, or reviews existing policy or procedure

- The content author drafts content in the approved [policy](#) or [procedure](#) template ensuring the following:
  - Master copy documents for existing policies, procedures and supporting documents are requested from the [PPR team](#).
  - The policy or procedure clearly identifies all minimum mandatory requirements, who is responsible, and what activities need to be undertaken. Resources to guide drafting of content are available on the [PPR Help Centre](#) (DoE employees only).
  - Requirements for [human rights](#) (DoE employees only), [Child Safe Standards](#) (DoE employees only) and [students with disability](#) (DoE employees only) are considered and addressed where required.
  - Content is drafted in plain English, meets publishing requirements, and addresses all items in the [Policy and procedure quality assurance checklist](#) (DoE employees only).

### 1.3 Content author identifies decommissioning of policy or procedure is required

- If a policy or procedure has been identified for decommissioning, the content author prepares advice for the content owner to consider and approve decommissioning.

## 2. Consult

### 2.1 Undertake stakeholder consultation

- The content author ensures draft policies, procedures and supporting information is provided to all relevant internal and external stakeholders during the drafting/decommissioning process.
  - Internal consultation is managed by the content author.
  - External consultation during the development process is managed by the content author.
  - External consultation on the proposed final document is facilitated by the PPR team.
- The content author provides draft content to the [PPR team](#) prior to content approvals for quality assurance, advice on aligning content to the Policy management framework, and review against publishing standards.
- The PPR team reviews the policy or procedure and any supporting documents and returns feedback to the content author for consideration.

### 2.2 Finalise draft

- The content author incorporates relevant stakeholder and PPR feedback and finalises the draft policy or procedure and any supporting documents, or documentation for decommissioning.



### 3. Approve

#### 3.1 Approve new or updated policy or procedure, or decommissioning of a policy or procedure

- The content author progresses the draft policy or procedure, and any supporting documents for relevant approvals, or decommissioning:
  - Approvals are informed by the [Publication approval schedule](#) to determine an appropriate approver.
- The content owner or nominated approver:
  - approves content for publication, which signifies that the content is accurate, and meets departmental requirements and standards; or
  - uses their discretion to refer content to EMB for approval or consideration; or
  - approves decommissioning, which signifies that the content is no longer required and can be removed from the Policy and Procedure Register (PPR).

### 4. Implement

#### 4.1 Publish or decommission policy or procedure

- The content author provides the approved policy or procedure, and any supporting documents to the PPR team for publishing or decommissioning on the PPR.
- The PPR team ensures documents meet [departmental publication standards and requirements](#) (DoE employees only) and publish the content to the PPR.
- The PPR team maintains records of all PPR publications or decommissioning activities in the department's record management system following the department's [Information asset and recordkeeping](#) procedure.

#### 4.2 Communicate policy or procedure to stakeholders

- The content author should advise key stakeholders that the policy or procedure has been published or decommissioned.

### 5. Manage

#### 5.1 Monitor and review policies and procedures

- Content owners must ensure their policies, procedures, and supporting documents are periodically reviewed using the development and improvement cycle:
  - Policies are to be reviewed at least every five years and procedures are to be reviewed at least every three years. Supporting documents should be reviewed at the same time as their overarching policy or procedure.

- Reviews must be holistic and critically examine all content to ensure accuracy, relevance, clarity and reliability. Reviews should also seek and consider feedback from key stakeholders and end users.
- The review date on the published policy or procedure can only be updated when a full review process has been undertaken (i.e. the content has been holistically reviewed for currency and quality, rather than ad hoc updates or corrections).
- If a review finds a policy or procedure is no longer required, it can be decommissioned.
- The PPR team provide reports to content owners and business areas to monitor their policies and procedures and help schedule and manage reviews.
- Every three years, the PPR team will supply the nominated approvers schedule to each division to reconfirm DDG approval of nominations.

## Definitions

<b>Decommissioned policy or procedure</b>	Where a policy or procedure is considered no longer applicable and will be removed from the Policy and Procedure Register.
<b>Policy</b>	<p>A policy:</p> <ul style="list-style-type: none"> <li>● provides government direction and purpose</li> <li>● establishes a clear and concise statement of the department's intent, actions and requirements</li> <li>● may be applicable to whole-of-government or to the department.</li> </ul> <p>Compliance with a policy is mandatory.</p> <p>Policies must be drafted in the approved departmental <a href="#">policy template</a> and published on the Policy and Procedure Register.</p>
<b>Procedure</b>	<p>A procedure:</p> <ul style="list-style-type: none"> <li>● provides the 'how to' and sets out processes to implement the policy</li> <li>● identifies responsibilities for individuals or business areas</li> <li>● cannot override or conflict with policies.</li> </ul> <p>Compliance with a procedure is mandatory.</p> <p>Procedures must be drafted in the approved departmental <a href="#">procedure template</a> and published on the Policy and Procedure Register.</p>
<b>Policy management framework</b>	Outlines the department's framework for developing, implementing, communicating, monitoring and reviewing policies and procedures.
<b>Policy and Procedure Register (PPR)</b>	The central source of truth for operational policies and procedures for the department. The PPR is publicly accessible at <a href="https://ppr.qed.qld.gov.au">ppr.qed.qld.gov.au</a> .
<b>Supporting documents</b>	Supporting documents provide advice and tools to support staff to comply with the department's policies and procedures.



	<p>Examples include but are not limited to:</p> <ul style="list-style-type: none"> <li>guidelines, checklists, information sheets, frequently asked questions, forms, notices, sample legal agreements, and sample letters.</li> </ul>
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## Legislation

- [Right to Information Act 2009 \(Qld\)](#) section 20
- [Public Records Act 2002 \(Qld\)](#) section 7

## Delegations/Authorisations

- Nil

## Related policies

- [Policy management framework](#)
- [Policy and procedure management policy](#)
- [Enterprise risk management framework](#)
- [Enterprise risk management policy](#)
- [Corporate governance framework](#)
- Queensland Government – [Records governance policy](#)

## Related procedures

- [Enterprise risk management](#)
- [Legislative compliance](#)
- [Information asset and recordkeeping](#)
- [Information privacy and right to information](#)
- [Information security](#)

## Supporting information

- [Policy and Procedure Register](#)
- [Policy template](#)
- [Procedure template](#)
- [Publication approval schedule](#)
- [Policy and procedure development and improvement process summary](#)
- [Policy and procedure quality assurance checklist](#) (DoE employees only)
- [PPR Help Centre](#) (DoE employees only)
- [Writing policies and procedures fact sheet](#) (DoE employees only)



- [Writing supporting documents fact sheet](#) (DoE employees only)

## Contact

For further information, please contact:

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## Review date

29/10/2023

## Superseded versions

*Previous seven years shown. Minor version updates not included.*

1.0 Policy and procedure development and improvement cycle

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