

**Procedure Title**

***Please note***

***1) Keep ‘Procedures’ & ‘Policies’ separate***

*Do not place ‘Procedures’ within an existing or a new University ‘Policy’ as the related policy, if appropriate, can be referenced in the ‘Related Documentation’ section of this template (see below). Policies are intended to be standalone documents.*

***2) Text in Italics***

*Italicized instructions shown in this template are for guidance purposes only and are to be deleted when the procedure is finalised.*

***3) Font Settings***

*The recommended font to use for Section Headings is ‘Arial’ with a font size of ‘16’. For text within sections is ‘Arial’ with a font size of ‘12’. For ease of use, and where appropriate, the initial text in each section has been suggested but you may amend or delete the text as appropriate.*

***4) Text Justification***

*The text within a procedure should be set to ‘Fully Justified’.*

***5) Sections***

*This template is designed to assist DCU staff in arranging the layout of a formal university procedure. All of the sections are therefore optional as it is recognized that the nature of what a procedure will address varies widely from case to case.*

Table of Contents

**(Optional)**

*Where a procedure is intended to be of 3-4 pages in length then a separate table of contents at the beginning is unlikely to be needed. Where it is greater than 3-4 pages in length a separate table of contents may be appropriate.*

*When inserting a table use the inbuilt Word tool (e.g. select ‘References / Table of Contents / Automatic Table 2’). An example of a table of contents, for the purposes of this template, is set out below.*

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Introduction

The University……

*This section may be used to further expand upon the context of, or on any issues related to, the procedure.*

Purpose

This procedure is intended to assist with……

*This section will provide the reason or rationale for the procedure i.e. why it exists. It may also refer to any legal, regulatory, or other requirements (e.g. in support of a separate DCU Policy) that the procedure strives to meet and/or the possible impact if the procedure is not followed.*

Scope

This procedure applies to……

*This section will state the unit(s) within the University to which the procedure applies. In practice, procedures tend to apply only to a single unit (e.g. Registry, HR, Finance) but there can be exceptions.*

*Thought must be given to setting out the desired scope of a procedure in an accurate and clear manner. You may need to consult with relevant stakeholders to ensure that all parties are included, or in some cases, that certain parties are excluded, from the scope of the procedure.*

Procedure

The procedure for [STATE PURPOSE HERE IF APPLICABLE] is as follows:

1. Step 1….
2. Step 2….
3. Etc……..

*This section will state the procedural steps to be applied. It should be a clear statement covering the entire procedure from beginning to end. The procedures should be concise, definite and without ambiguity. Ideally, a Step 1, Step 2, etc. approach to the layout of procedures is recommended but it is not mandatory. Authors need to ensure that whatever approach to the layout is used that it will make sense to a reader.*

Roles & Responsibilities

The roles and responsibilities of staff engaging with this procedure are….

*This section may be used to outline the various roles and responsibilities of all the individuals involved in implementing a procedure. Only formal University titles or positions should be provided.*

Definitions

*This section may be used to define the meaning of key words or phrases used in the procedure that may not be familiar to, or might be misunderstood by, a reader. Consideration should be given to the target audience for the procedure and the likelihood that they will understand technical or unit specific words or phrases.*

*It will add to the clarity of a procedure if key words and phrases are set out using a table like the one below. (Additional rows can be added to the table by placing the cursor within the table, right click, select Insert, select ‘Insert Row Below’).*

|  |  |
| --- | --- |
| **Key word or phrase # 1** | This is ….. |
| **Key word or phrase # 2** | This is…… |
| **Key word or phrase # 3** | This is……. |

Related Documentation

This procedure should be read in conjunction with the following policies / guidelines etc……

*This section will be used to list any related guidance material that will assist the reader in understanding or implementing the procedure. For example, a procedure’s related documentation could be a related policy, its guidelines & forms, or internal / external websites.*

*Where considered appropriate the creation of a hyperlink within procedure’s text to the specific Unit’s home web page where the guidance is located is preferable over a direct link to the URL of the guidance itself because hyperlinks tend to break down over time. Where hyperlinks are used, they should be in short form e.g. ‘Guide on…’ as opposed to the full URL (see example below for ‘Policy Toolkits’).*

*Where possible, the additional guidance material should be provided on the same Unit web page as where the reference / link to final procedure will be located. Examples of two alternative web page formats are as follows:*

* [*Policy Toolkits*](https://www.dcu.ie/hr/policy-toolkits) *as adopted by the University’s Human Resources Office*
* [*Accordion Layout*](https://www.dcu.ie/ocoo/child-protection-unit) *as adopted by the University’s Child Protection Unit.*

*If considered appropriate the same table layout as recommended above in the preceding ‘Definitions’ section can be used in this section to arrange the additional material related to the procedure.*

Frequently Asked Questions

Q1: What are…..

Ans: They are…..

Q2: Who do I…..

Ans: Contact….

*This section may be used to list typical queries, and their answers, in relation to the procedure and may be used if you foresee the procedure giving rise to a number of recurring queries. Where there are likely to be a substantial number of queries they should be listed in a separate document and a reference or hyperlink to the document’s web page location placed within this section.*

Contact

Any queries regarding this procedure should be directed to…..

*This section will be used to state the contact details for the University Unit associated with the implementation of the procedure.*

Procedure Review

This procedure will be reviewed and kept regularly updated…...

*This section will be used to state how often the procedure is to be reviewed. It is recommended to state ‘This procedure will be reviewed as and when changes are required’ rather than state a definite number of years hence.*

Version Control

*All procedures should have a version control panel like the one used below. It will state the following:*

1. *Procedure’s Name*
2. *Unit Owner – the name of the DCU Unit that owns, promotes, and manages the procedure.*
3. *Version Reference - select from i) or ii) below as appropriate*
   1. *Original Version - all procedures should have a designated reference. References begin at ‘Original Version 1.0’ and proceed to ‘Original Version 2.0’ to ‘3.0’ and so on in sequential order. A sequential number will be allocated to a procedure where it has undergone a fundamental change from the previous version.*
   2. *Reviewed Version – all procedures should be periodically reviewed. Where the review has been completed and only minor (non-fundamental) changes are made then the procedure will be designated as ‘Reviewed Version 1.1,’ or ‘1.2’ or ‘1.3’ and so on.*

*In the example below the ‘Reviewed Version’ option was used as there was only a slight change to this template. If it were a fundamental change to the template, it would be appropriate to use ‘Original Version’ option (i) above.*

1. *Approved by – the name of the University Office Holder, Committee or level of Management that approved the procedure (both the original version and, if appropriate, the reviewed version).*
2. *Effective Date – the date on which the procedure was approved.*

*A Version Control panel may be created by copying & pasting the example below and then amending it accordingly.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Procedure Name** | Procedure for …… | |  |
| **Unit Owner** | Office of the Chief Operations Officer | |
| **Version Reference** | **Original Version - 1.0** | **Reviewed Version – 1.2** |
| **Approved by** | Risk & Compliance Officer | Risk & Compliance Officer |
| **Effective Date** | July 6th 2022 | June 21st 2023 |

**End.**