1 Purpose
This procedure outlines the process for ensuring that all Excelsia College quality documents:

- are checked for content and formatting standards.
- are stored, indexed, and archived under version control in a secure content repository.
- are available electronically in current version to staff and students as needed.
- are managed for review cycles and scheduled updates.
- are managed for relevance and adequacy in response to: changes in standards, regulations and legislation, external review, and stakeholder feedback on the processes documented.

2 Responsibilities

2.1 Document Owner
The Document Owner is the author of the documentation, and usually manages the underlying process being documented. Responsibilities of the Document Owner are as follows.

- Writing documents in agreed standard formats.
- Forwarding documents and subsequent updates to the Document Coordinator.
- Communicating to document users any changes to documents.
- Ensuring that only current hard copies are available to users.
- Taking all reasonable steps to ensure the security and/or confidentiality of the document and its appropriate use by designated user(s) for designated purposes only.

2.2 Document Coordinator
The Document Coordinator establishes and maintains the Document Register, which is a record of all quality documents. The Document Register identifies the current revision status of documents, approval authorities, location within the repository, revision history, and review schedule. Responsibilities of the Document Coordinator are as follows.

- Receiving documents from Document Owners (normally by email).
- Checking that document content and format comply with agreed quality standards encompassing legislative, regulatory, academic and industry standards.
- Appending or updating the Document Status notation to reflect needed approvals, and review schedules.
- Giving the document an issue number (and a document code for new documents), saving it in the appropriate location in the Quality Management System, archiving any previous issue of the document under, and entering a record in the Document Register reflecting this transaction.
- Sending a copy of the new/updated document back to the Document Owner, together with the details of the file name and path in the Quality Management System, and a reminder of the
Document Owner’s responsibility to communicate the changes to relevant staff and students, and to withdraw all earlier versions from circulation.

- Storing the current version in the repository and archiving previous versions.
- Publishing the document for appropriate access (usually on the website).
- Monitoring document review schedules, archiving and disposal.

3 Procedure

3.1 Document Preparation

A Policy and Procedure Template is available at S:\QMS. This includes the protocols for using the Excelsia College logo, headers, footers, formats, etc. The Document Coordinator will assign the correct issue number to each document after recording it in the Document Register, and will assign the document code to new documents.

3.2 Forms

Due to the varying nature of forms and their purpose, it is not necessary to have prescriptive headers and footers. However all forms must contain the following details:

- Excelsia College logo
- CRICOS provider code
- Form number
- Issue number
- Issue month and year.

3.3 Standard Letters

Standard letter templates may be designed for printing on letterhead paper or for email distribution. The normal footer format is followed on email letters, but those printed on letterhead will display the issue number, month and year in small text in the bottom right-hand corner, as follows: 020514 (Issue 2, May 2014).

3.4 Document Identification

The Document Coordinator will allocate the sequential numbers for all documents.

- **Policy or Policy and Procedure**
  Policy documents are identified by a distinguishing number, PO-XXX-yy, where PO refers to a Policy (or Policy and Procedure), XXX refers to a specific category and yy is a sequential number commencing at 01. Examples of policies in various categories include:
  - General/Institutional: PO-GEN-01
  - Courses: PO-COU-10
  - Facilities: PO-FAC-13
  - Finance: PO-FIN-22
  - Music: PO-MUS-04

- **Procedure**
  Procedures are identified by a distinguishing number, WP-XXX-yy, where WP refers to an Excelsia College Procedure, XXX refers to a specific category and yy is a sequential number commencing at 01. Examples of procedures in various categories include:
  - Marketing: WP-MAR-32
  - Drama: WP-DRA-05
  - Education: WP-EDU-17
  - Staff: WP-STA-24
  - Student: WP-STU-25
  - WHS: WP-WHS-20
• **Forms**

Forms are identified by a distinguishing number, with a prefix used for specific categories, **XXX-Fzz**, where **XXX** refers to the specific category, and **Fzz** is a sequential number for forms commencing at 01, as shown in the following examples:

- Staff: STA-F03
- General: GEN-F04

• **Standard Letters**

Standard letters are identified by a distinguishing number, **XXX-YY-Lzz**. **XXX** refers to the specific category, **YY** refers to a function-related area if required, **L** stands for letter and **zz** is a sequential number for forms commencing at 01. For example, a letter for international student admission is numbered STU-AC-L12 *Semester Abroad Admission*.

3.5 **Document Implementation and Coordination**

- **Document Owner**

  The Document Owner sends an electronic copy of the document to the Document Coordinator who checks that the document conforms to the guidelines and requirements outlined in this procedure.

- **Document Approval**

  After ensuring that the appropriate approval has been given and recorded on the document, and that a review schedule has been nominated and recorded, the Document Coordinator enters or updates document codes and issue details as appropriate.

- **Document Registration**

  The Document Coordinator records finished documents by issue in the Register of Internal Quality Documents, and saves the documents in the appropriate folder in the Quality Management System repository, simultaneously archiving any previous issues.

- **Document Return**

  The Document Coordinator then returns an electronic copy of the new/updated document to the Document Owner, with its location in the repository, and a reminder of the responsibilities of the Owner to communicate with users and dispose of earlier versions where relevant. The Document Coordinator also maintains a simple Outlook archive of these communications.

- **Document Storage**

  The Document Coordinator uploads the current issue of the quality document to the Alfresco repository, which manages versioning and workflows.

- **Document Publication**

  Publication is normally in the Policy Library on the [website](#), with additional password protection for sensitive or confidential documents.

- **Document Review**

  The Document Coordinator maintains a schedule of agreed review dates for processes and documents, reporting on the schedule as needed, and conducting or facilitating reviews as appropriate.

3.6 **Document Implementation and Coordination**

Superseded issues of quality documents are held within the archives of the Alfresco repository. Retention and disposal decisions are made by the Management Committee and managed by the Document Coordinator.

4 **References and Documentation**

Register of Internal Quality Documents
Policy and Procedure Template
Quality Policy
## 5 Document Status

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