



*This Tip Sheet is to assist UQ staff who work on drafting or amending policies and procedures at UQ. The information contained provides guidance on Policy and Procedure Drafting. Further information about policies and procedures at UQ is available in the UQ Policy Handbook and on the Enterprise Governance website.*

### Preparation and planning

For a new policy or procedure, or a major review of an existing policy or procedure, consider the following before you start writing:

- Take your time to think about the outcome you need to achieve before launching straight into a draft document. What is the purpose and the desired outcomes of the document? How will the document help to guide decision-making at UQ? Drafting is usually best done later in the development process rather than at the very start.
- Turn your mind to what is happening in the sector. It may be necessary to conduct an environment scan to gather information from a broader range of perspectives. For example, it could be helpful to conduct a desktop review of other similar policies or procedures in Australian universities to gauge how comparable institutions have approached the issue that the document is intended to address.

### Understand the audience

Always keep in mind the audience that the document is intended for – who is expected to read the policy or procedure and what will they need to know? For example, the audience of an academic procedure may be predominately students whereas a governance policy would be members of UQ's senior executive. Regardless of the audience type, policies and procedures need to be understandable to the reader and not have to rely on multiple other sources of information in order to be understood.

Consider the following:

- Does the document contain jargon, acronyms or technical terms that the audience may not understand?
- Are any sentences or paragraphs too long and complex for the audience to follow? What *doesn't* need to be stated in the document?
- Layout – will techniques like sub-headings, lists or tables make the document clearer and help the reader to understand what they need to do? Can information be moved into the appendix?

### Quality and accuracy

As the document becomes more developed, read over it for quality and accuracy. Basic typos and spelling errors should be corrected and you should also consider the following:

- Is it missing any critical information and is the information accurate? This is where consultation helps.
- Can any repetitive or unnecessary content be removed?
- Are key terms and references consistent, acronyms spelt out in the first instance, URL links correct? Try to avoid the overuse of URL links.

### Engage and consult

Don't be hesitant in engaging and consulting with relevant colleagues and areas across UQ. As noted above, consultation with the right people will help to ensure that the document is comprehensive and accurate. Consultation also raises awareness of the document and will help to increase adoption when implemented.