BRITISH COLUMBIA
INSTITUTE OF TECHNOLOGY

Procedure

Policy Maintenance

Procedure No.:	1000-PR1
Policy Reference:	1000
Category:	Administration
Department Responsible:	President's Office
Current Approved Date:	2012 Apr 3

Objectives

This procedure applies directly to BCIT Policy 1000, Policy Development. This procedure describes the process for initiating, drafting, revising, and retiring BCIT policies. This procedure engages stakeholders within the Institute throughout the policy development and maintenance process, so that policies reflect the Institute's values and are written to meet legislated, compliance, or institutional objectives.

Table of Contents

Who This Procedure Applies To

This procedure applies to BCIT employees responsible for developing, amending, and approving Institute policies, procedures, and guidelines.

Standard Templates

Policy

Policies are placed into a prescribed template. Policies typically include the following sections:

- Title and policy number
- Policy statement
- Purpose
- Application
- Other Information if needed, e.g.:
  - o Guiding principles
  - o Scope

- Definitions as necessary to add clarity
- Duties and responsibilities (4.3)
- Amendment History

The Duties and Responsibilities section explains the roles and duties of responsible parties in complying with the policy. Usually, it also includes statements that establish and/or clarify authority and responsibility for implementation.

Procedure

Procedures are placed into a prescribed template, and typically include the following sections:

- Title and procedure number
- Objectives
- Who This Procedure Applies To
- Other Information (if needed)
- Procedure
- Forms Associated With this Procedure
- Amendment History

Guideline

Guidelines are placed into prescribed templates, and typically include the following sections:

- Purpose
- Guideline
- Related Documents
- Amendment History

Procedure

See Policy 1000, Policy Development, for the Guiding Principles and consultation criteria that policies and the policy development process must meet. See the end of this procedure for a list of forms, guides, and checklist, which provide additional guidance.

1. Initiate and Revise Policies

Policy Writer

1. Confirms/obtains policy number from Records Manager; obtains templates from BCIT Records Management and Privacy Office/Library.
2. Determines who the stakeholders are: BCIT employees directly subject to the policy, others within the BCIT community, and beyond. Solicits input from stakeholders and subject-matter experts. See Appendix for stakeholder worksheets.
3. Researches, analyzes, gathers input, and drafts or revises the policy using the BCIT Policy template and the Guide to Filling out the Policy Template. Ideally, one person writes the policy while taking the gathered research and stakeholder input into account.
4. Checks the draft for completeness using the Checklist for Completing Policy Documents.
5. Obtains the signature, on the Notice of Change to BCIT Policy, of the Vice President that has responsibility for the specific policy.
6. Completes Notice of Change to BCIT Policy and submits to BCIT Records Management and Privacy Office/Library. If revising a policy, includes summary and rationale for the proposed policy changes. If retiring a policy, includes the rationale for retiring the policy.
7. Submits the Notice of Change document to the Records Management office.

Procedure

Records Management Office

The Records Management office is responsible for maintaining the Data Control List of BCIT Policies, Procedures, and Guidelines and the Notice of Change to BCIT Policy records.

The Records Management office:

1. Updates the Data Control List of BCIT Policies, Procedures, and Guidelines to reflect pending change.
2. Obtains Policy Review Team approvals.
3. Oversees editing for review of document clarity, brevity, and accordance with Policy and Procedure Style Guide, Glossary of Policy Terms, and templates.
4. Prepares a package that includes the Notice of Change, the old policy, and the new policy for submission to the approving body.
5. Updates the Policy Manual on the BCIT website after policy approvals and retirements.
6. Notifies the Board of Governors of new policies so that the Board may assign an approving body to the new policy.
7. Archives retired policies.

Editor

The Editor maintains the Glossary of Policy Terms, the Policy and Procedure Style Guide, and the templates for policies, procedures, and guidelines. The Editor reviews documents for clarity, brevity, and consistency with the style guide, glossary, and approved templates. The Editor also checks the accuracy of cross-referenced policies.

Policy Review Team

1. Reviews policy, collaborating with Institute stakeholders as necessary.
2. Ensures policy is posted for thirty days so that BCIT employees may have an opportunity to review and comment on policy changes.
3. Collects review comments, if any, that the thirty-day posting may generate.
4. Provides input to the Policy Writer, through the screens of Records Management, Risk Management, Quality, and Values.
5. Signs and dates the Notice of Change to BCIT Policy.

Note: Minor changes or corrections to wording that do not change the meaning or intent of the policy do not require approval by the Approving Body. The relevant Vice President decides what constitutes a minor change.

Note: Procedures and guidelines do not require stakeholder review or approval by the Approving Body. The Policy Review Team reviews them for cultural and risk issues, and the Editor reviews them for clarity and consistency.

2. Approval

Approving Body

Approves the policy, signs the Notice of Change. If not approved, informs Vice President. Forwards the Notice of Change signed by the chair of the approving body, to the Records Management office.

Procedure

Records Manager

1. Receives the completed Notice of Change from the President's Office.
2. Edits the policy's Current Approved Date and Amendment History to reflect the date of approval.
3. Assures publication in Policy Manual. Or, for retiring policies, removes policy from publication site.
4. Updates Data Control List of Policies, Procedures, and Guidelines to show approved date.
5. Retains a copy of superseded and retired policies and procedures.

Vice President

The vice president, working with the accountable department:

1. Creates and implements a communications plan or strategy to inform affected BCIT employees, the larger BCIT community, and the community at large, about the new or revised policy.
2. Provides training to BCIT employees subject to the policy, to build cooperation and compliance.

3. Retirement

Vice President

Initiates the process to recommend retirement of policy. Approved by the Leadership Team and Board of Governors, as relevant.

Appendix

The Stakeholder Analysis Worksheets, following, consist of:

- Stakeholder Analysis Worksheet
- Impact/Interest Grid for Stakeholder Prioritization
- Understanding Stakeholder Needs

Appendix

Stakeholder Analysis Worksheet

Step 1: Identify Your Stakeholders

Consider everyone whom this Policy may affect, who has influence over it, or those who may have an interest in its successful or unsuccessful conclusion. Stakeholders may include the following:

- faculty or instructors
- administration employees
- student support employees
- managers
- governance bodies
- students
- the BCIT community
- industry partners
- BCIT's unions
- government/ministry
- the general public
- special interest groups
- suppliers
- potential customers

As you will need to communicate with individuals, it may be useful to identify specific individuals within stakeholder groups.

Step 2: Use the Impact/Interest Grid to Prioritize your Stakeholders

Plot your stakeholders in the 2x2 Impact/Interest Grid (see following page) and classify them into one of four groups:

- **Communicate Responsively** — These individuals don't require excessive communication, but ensure any issues arising from them are dealt with promptly.
- **Keep informed** — Update these individuals on a regular basis, asking for their response and observations, to ensure that no major issues are arising.
- **Seek Input** — Keep these individuals informed but do not overly engage them to prevent boring them with your message; they can provide helpful feedback on draft policy details.
- **Fully Engage** — Ensure these individuals are encouraged to participate in a formal consultative process.

Step 3: Understand Your Key Stakeholders

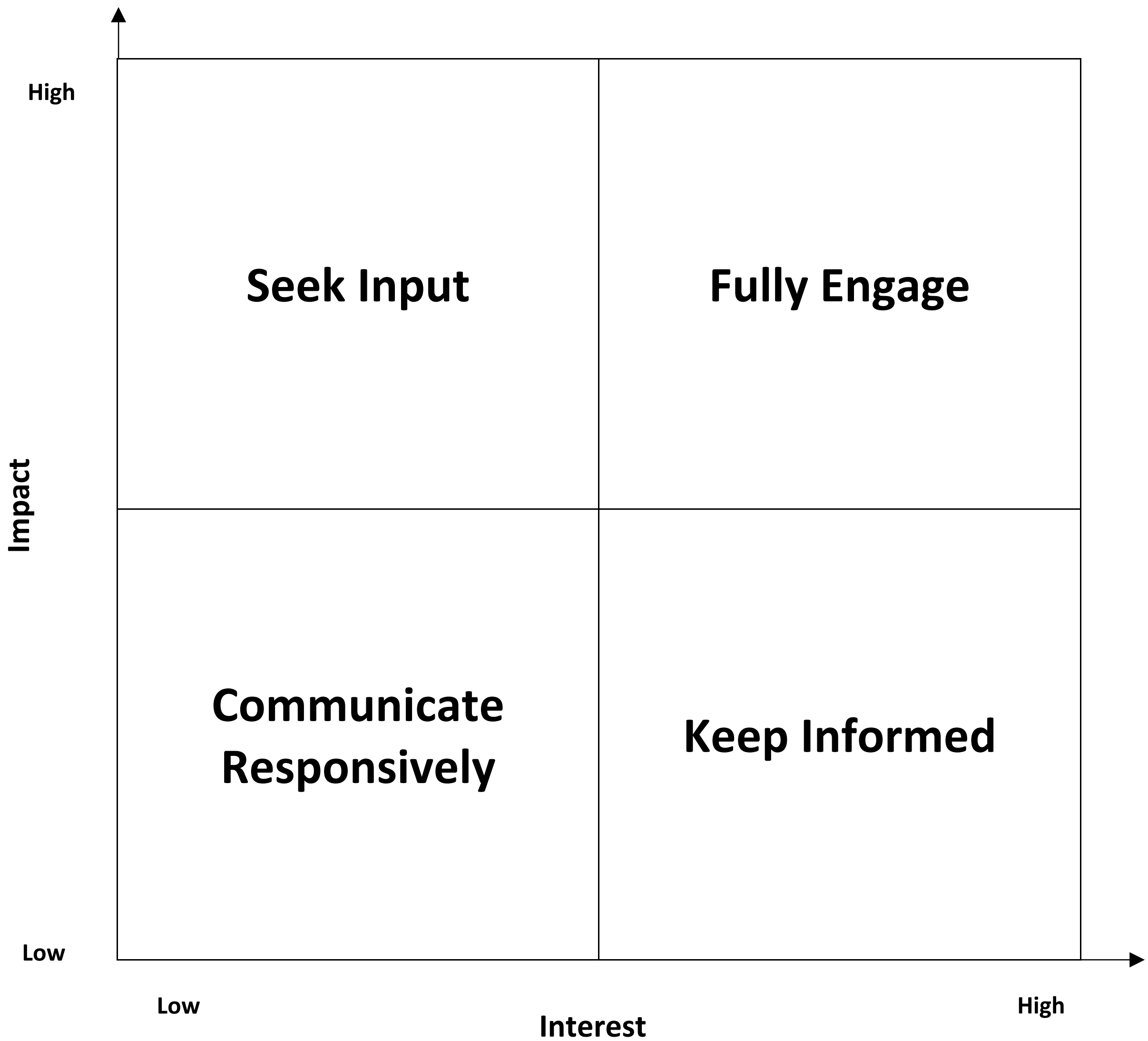
Once you identify and classify your stakeholders, you can learn how to best engage them and communicate with them by asking the questions listed below of yourself, others, and the stakeholder:

- What interest do they have in regards to the implementation of this policy? Generally speaking, is it likely to be positive or negative?
- If they are not likely to be positive, what will win support for this process from key stakeholders?
- What information do they want or need from you, relative to the policy-development process?
- How do they want to receive information from you? What is the best way of communicating your message to them?
- If you do not expect to win stakeholder support, how will you manage resistance?
- Who else might be influenced by their opinions? Do these individuals become stakeholders in their own right?

Appendix

Impact/Interest Grid for Stakeholder Prioritization

Plot key stakeholders within the four categories in the matrix, based on the anticipated level of impact on them by the policy or procedure and their interest in it. Determine your approach to consulting/communicating with these stakeholders, depending on where they fall within the grid.



Appendix

Understanding Stakeholder Needs

Date: ________________________

Policy: ________________________

Stakeholder(s):	
1. What interests do they have in the outcome of your work? Is it positive or negative?	
2. If they are not likely to be positive, what will win support for this project from key stakeholders?	
3. What information do they want from you?	
4. How do they want to receive information from you? What is the best way of communicating your message to them?	
5. If you do not think you will achieve stakeholder support, how will you manage resistance?	
6. Who else might be influenced by their opinions? Do these individuals become stakeholders in their own right?	
7. What potential Collective Agreement implications might this policy bring about?	

Forms Associated With This Procedure

Notice of Change to BCIT Policy
Checklist for Completing Policy Documents (Form Lib-78)
Obtain from Records Management Office:

- Data Control List of BCIT Policies, Procedures, and Guidelines
- Policy Template (2008)
- Procedure Template (2008)
- Guideline Template (2008)
- Guide to Filling out The Policy, Procedure, and Guideline Template
- Glossary of Policy Terms
- Policy and Procedure Style Guide

Amendment History

1. Created 2008 Apr 22
2. Revision 1 2012 Apr 3