

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	Policy, Procedures and Guidelines Framework Policy
Document Type	Policy
Administering Entity	Academic Board, President, VP - Academic, VP – Administration, Registrar, CFO, CMO, Director Human Resources
Latest Approval/ Amendment Date	November 9, 2017
Last Approval Amendment Date	This policy supersedes “Policy Development, Implementation and Review Guidelines”
Approval Authority	Board of Directors
Indicative time of Review	November 8, 2019

1. Purpose

- a. This policy document provides the framework for the development, approval, publication and periodic review of policies, procedures and guidelines for the School.
- b. The purpose of the policy is to establish standards and formats that make the overall suite of policies easy to access and understand, in line with all relevant regulatory and statutory requirements, consistent and up to date.

2. Definitions

- a. **Policy**- a set of the basic principles and related mandatory requirements in reference to a particular subject for the School, one of its departments or courses of study.
- b. **Procedure** - a detailed set of actions/steps that sets out the standard and required practice for implementation of a policy for the School, one of its departments or courses of study.
- c. **Guideline** - a statement that is advisory or explanatory in nature and provides guidance on a policy for the School, one of its departments or courses of study.

3. Policy Statement

- a. Policies, procedures and guidelines provide the framework by which the School operations are to be conducted.
- b. **Development and publication** - The general principles that apply to new policies, procedures and guidelines are:
 - i. They will be developed when a gap in the existing policy portfolio is identified. This may be due to changes in legislation or government regulations, changes to the operations of the School, data analysis, feedback from staff or students, or a gap being identified in the existing range of policies;
 - ii. If possible, an existing policy, procedure or guideline may be revised to address the recognised policy gap;

- iii. They have been made available for consideration and comment by those who may be affected by them prior to them being submitted for approval;
 - iv. They are practical and present requirements clearly and logically in order to facilitate understanding and compliance;
 - v. They are consistent with each other and comply with all regulatory and statutory requirements that apply to the School and its partners;
 - vi. Course (program) or operation unit level policies, procedures and guidelines must be consistent with institutional(School) level policies, procedures and guidelines;
 - vii. They are student-friendly, written in plain English and designed to present information transparently;
 - viii. They are available and accessible by soft copy, print or online as appropriate to all people who may have an interest in or be affected by them;
 - ix. They have a designated unit head/s who are responsible for maintaining the currency of the document, undertaking periodic review, implementation and responding to requests for clarification or interpretation; and
 - x. Will be benchmarked against other higher education institutions to identify best practice examples and inform improvement activities.
- c. **Approval** – Policies must be approved by the Board of Directors, Academic Board, Sub committees of the Academic Board or the President after careful consideration. Supporting procedures and guidelines may also be approved by the VP- Academic, VP- Administration and Registrar within their delegations, or by the relevant Board or Committee as required.
- d. **Implementation** - The general principles that apply to the implementation of the School's policies, procedures and guidelines:
- i. they are to be implemented and enacted in a fair and consistent manner, having regard to stated requirements and the spirit and intent; and
 - ii. all policies are implemented consistently across all campuses and partners with oversight from relevant academic or administrative leadership.
- e. **Review** – The general principles that will apply to review of policies are that:
- i. They are reviewed regularly and are kept up to date; and
 - ii. It will be ensured that each policy is reviewed at least once in each 2-year period, or earlier as necessary.

4. Procedures

- a. The President (non – academic related) or his/her delegated staff and the Vice President- Academic (academic related) or his/her delegated staff will be consulted and their confirmation taken prior to the development of a new policy, procedure or guideline.
- b. All policies, procedures and guidelines will be developed in the standard format.

- c. Once the first draft of the policy, procedure or guideline has been developed, it will be circulated to the relevant stakeholders and open for consultation to ensure that the policy, procedure or guideline meet the need that has been identified, that any staffing or resourcing implications are considered, and that the policy, procedure or guideline will be able to be implemented successfully.
- d. Where required, the draft policy, procedure or guideline will be revised to incorporate any relevant feedback.
- e. Thereafter the policy, procedure or guideline will be considered by the appropriate subcommittee or senior member of management for endorsement prior to submission to the relevant approval authority for consideration and approval
- f. After approval the policy, procedure or guideline will be communicated to all relevant stakeholders of the School by emails, through handbooks, guides etc as appropriate. Student and staff related policies will be available in handbooks.
- g. New policies, procedures and guidelines will often require changes to current practices and it will be the policy administrators' responsibility to ensure that policy requirements are effectively communicated to staff and students.
- h. All policies, procedures and guidelines will have a review date and during review will go through a consultation process.
- i. Where significant changes occur, or are likely to occur to policies that is material to compliance with regulatory or statutory bodies, the School will notify the relevant body in a timely fashion.