

1. Responsible Director

This section identifies the Business Unit Director accountable for the content of the procedure.

“The Director, [Title] has approved this Guidelines document and revisions thereafter.”

2. Definitions

If words or expressions are used in this guideline that have specific or unique meanings that might not be universally understood, the meanings of these words and expressions should be defined and listed in alphabetical order in this section, otherwise please use N/A. Also, please refer to the CCC Glossary of Terms and Acronyms for those commonly used.

3. Application

This section should include the following statement:

“These guidelines are provided to assist employees in the performance of their duties where there is discretion, and to promote best practices in these areas. The Policy Suite Governance Policy (PG-001) shall be consulted regarding Application, Compliance and Monitoring of this document.”

This section is also used to highlight circumstances where the application of the procedure shall be limited.

4. Context

This section is used to explain the purpose of/rationale for the Guidelines and the context in which it must be read.

5. Guidelines Statement

This statement expresses clearly and concisely the results CCC is seeking to achieve through application of the Guidelines herein. The Guidelines statement should be written in the active voice as a positive statement (avoid negatives).

6. Guideline Contents

This section forms the core of the Guidelines document. The section must show clearly what is the recommended, suggested action(s).

7. Annexes and Appendices (as required)

An annex and an appendix are both forms of addendums to a main document. An appendix contains data that cannot be placed in the main document and has references in the original copy or file. An annex, on the other hand, is usually a standalone document that offers additional information than contained in the main document. By their nature, Annexes will form the majority of addendums to Policy documents. Annexes shall be lettered consecutively with capital letters (i.e. A, B, C) in the order in which they are referred to in the parent document. A single annex is Annex A. On the other hand, Appendices are numbered consecutively.

8. References

This section identifies internal and external related documents that provide context for the Guidelines, or to which practitioners might wish to refer for additional guidance, and is organized as follows. (It is recommended to avoid direct links to external references):

External (if any)

Legislation
Federal Policies

Internal (if any)

CCC Policies
CCC Instructions
CCC Guidelines

9. Enquiries

This section identifies by position title the contact for policy interpretation and clarification (normally at Director or Manager level).

“Questions and requests for interpretation/clarification should be submitted to the Director, [Title].”