

# Review of Policies and procedures

## Policy Statement:

Policies and procedures provide a framework in which decisions can be made and implemented. They help to standardise practice, maintain quality, test, and improve services, and achieve greater understanding and co-operation amongst students and staff. They may include terms of reference describing the stakeholders' roles and responsibilities, objectives, and timelines.

The Advice Centre recognises that regular scheduled review of policies and procedures ensures that policies and procedures are appropriate and provide an up-to-date framework.

Scope: This policy applies to all Advice Centre policies and procedures and related forms.

## Definitions:

### Policy

Policy regulates, directs and controls actions and conduct. Policy can range from broad philosophy to specific rules. Policy provides the operational framework within which The Advice Centre functions. Policy provides the formal guidance needed to coordinate and execute activity throughout The Advice Centre.

## Policy Owner:

A Policy Owner is the person with overarching responsibility for a policy and/or procedure. They are responsible for ensuring that:

- appropriate consultation occurs during development or review of a policy;
- new or reviewed policy and procedure is implemented, compliance is monitored, and issues are recorded or resolved;
- the policy and procedure are reviewed at a minimum of every five years, from last date of approval of the policy and procedure.

## Procedure:

Procedure tells users how to, and who will, implement the policy. Procedure is specific, factual, succinct and to the point, and does not include detailed work instructions or descriptions of routine processes, timelines, forms and templates, which may be subject to frequent modification in procedures.

## Terms of Reference:

Terms of reference describe the purpose and structure of a procedure, process, committee, meeting, negotiation, or any similar collection of people who have agreed to work together to accomplish a shared goal. They provide a documented basis for making decisions and for confirming or developing a common understanding of the scope among stakeholders, including their roles and responsibilities, objectives, and timelines.

## Policy Elaboration:

All Advice Centre policies and procedures will have a default review date of two years from last approval of the policy or procedure. Policies and procedures may have a shorter review date if a policy owner or Advice Centre staff believes a more regular review is required. It is the responsibility of each policy owner to ensure that policies and procedures are regularly reviewed. Internal or external factors may drive the need for a policy review prior to the scheduled time.

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### *Disclaimer:*

*While care has been taken to ensure that information contained in The Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.*

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