

Policy and Procedure Writing

WRBS6206

Course Outline – Online

Description:

This course reviews the fundamentals of policy and procedure writing and addresses best practices in technical writing. Students learn how to prepare effective policies and procedures that reflect an organization's size, operations, and governing practices.

Course Goals:

Within this course, students are prepared with the technical writing skills necessary for writing policies and procedures. A standard writing process is introduced encompassing analysis, research, writing, revising, and culminating with usability testing. Practical skills and applied knowledge are emphasized. Students distinguish between policies and procedures and develop effective policies and procedures that are succinct and appropriate to an organization. Reviews of existing policies and procedures are conducted, and students are encouraged to use workplace documents for course work, although not a requirement. By the end of the course, students learn how to structure, write, and revise both policies and procedures to parallel organizational needs.

Course Learning Objectives:

At the completion of this course, the student will be able to:

- Distinguish between policies and procedures
- Determine when the use of policies and/or procedures is appropriate
- Identify the components of policies and procedures
- Conduct a document analysis (audience and purpose analysis) for policies and procedures
- Analyze various policies and procedures in relation to their application and audience
- Write concise and effective policies and procedures in appropriate styles
- Conduct usability testing on policies and procedures
- Revise and edit existing policies

Text: TBD

Evaluation:

This is a graded course where a complete or incomplete will be issued. To receive a complete in this course you will be required to

- Participate in discussion forums and meet the forum requirements
- Submit the required assignments and activities and meet all assignment requirements

Policy on Cheating and Academic Misconduct:

Academic honesty is a cornerstone of conduct at Western University. We cannot have freedom of expression without integrity. Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences; please refer to the section on "Scholastic Offences" in the current University Academic Calendar, or on the web at <http://www.westerncalendar.uwo.ca>. Such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course any academic work for which credit has previously been obtained or is being sought in another course in this University or elsewhere (without the knowledge and approval of the instructor to whom the work is submitted). Students enrolled in non-degree courses are expected to abide by the University's code of conduct.

Code of Student Conduct:

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

Plagiarism:

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between Western University and Turnitin.com (<http://www.turnitin.com>).

How often will the instructor communicate with me?

Your instructor will post regular weekly messages via OWL announcements and via email at the start of each week. There will also be periodic communication throughout the week, as needed, so checking your OWL site frequently will be helpful. Your instructor will typically respond to email within 24 hours. Finally, individual Zoom or phone call meetings can be scheduled, as needed.

Course Policy on Late Assignments, Course Work, Discussions:

Unless documentation for accommodation has been provided or permission granted in advance, course work and assignments not received within 7 days of the due date, an incomplete will be assigned. For discussions, initial postings not submitted by the due date will be assigned an incomplete. Discussions responses not received within 7 days of the due date will receive an incomplete.

When will I receive my grades?

Final grades will be available 2 weeks after the last scheduled day of the course. A grade report can be printed from myWCS.

Western Digital Badge

If you have met the course requirements for this Western approved [micro-credential](#), you will receive an email from [MyCreds](#) to claim your digital badge. Badges are embedded with data that verifies your skills and achievements. Share them with your employer, on LinkedIn and other social media sites.

How do I hand in assignments?

All assignments will be submitted electronically through OWL using the Assignment tool. Failure to meet deadlines without the instructor's written permission will be subject to the late assignment policy. It is the student's responsibility to ensure all assignments are submitted by the due date/time. If you experience difficulty in submitting assignments through OWL, you are responsible for contacting the instructor and arranging an alternate method of delivery for the assignment.

Course Schedule:

Topic	Activities/Course Work
Fundamentals of policy and procedures; Beginning the process – Situational analysis, researching, outlining, organizing	-Conduct an audience analysis (current audience and new audience) -Write for our audience -Prepare a policy outline
Development of policies	-Write and rework a policy -Practice writing with considerations on appropriateness, succinctness, effectiveness

Development of process, procedures, instructions	<ul style="list-style-type: none">-Write a process-Write a procedure-Write and rework a procedure to accompany a policy
Writing, revising and editing policy and procedures; implementation, usability indexing	<ul style="list-style-type: none">-Conduct readability indexing; use various indexes- Revise a policy and a procedure- Review policies and procedures for implementation