

Policy and Procedure Writing

WRBS6206

Description

Policy and procedure writing is about clear communication. More and more companies are documenting their policies and procedures – for training purposes, to meet certification requirements, or simply to assist in day-to-day operations. Policies and procedures are nothing more, and nothing less, than the way an organization operates. This two-day course will teach the fundamentals of policy and procedure writing – from content research to content verification – to ensure professional documentation. Participants are encouraged to use content from their workplace for in-class assignments.

Course Objectives

This course prepares students with the technical writing skills necessary for writing policies and procedures. A standard writing process is introduced, beginning with analysis and research, moving on to writing and revising, and culminating with usability testing. Through interactive instruction, real working documents are utilized and students are encouraged to use workplace documents for in-class work. By the end of the course, students learn how to structure a policy and make writing considerations that parallel their needs.

Learning Outcomes

At the completion of this course students will be able to:

- Distinguish between policies and procedures
- Identify the components of policies and procedures
- Prepare a document analysis (audience and purpose analysis) for policies and procedures
- Organize and format policies and procedures for high usability
- Analyze various policies and procedures in relation to their application and audience
- Write and edit policies and procedures in appropriate styles
- Conduct usability testing on policies and procedures

Completion Requirements

Students are required to attend 100% of class time and complete required in class work to receive a completion for this course.

Course Schedule

| DATE | TOPIC | ACTIVITY |
|---------|-----------------------------|---|
| DAY ONE | - Overview & Introductions | - Discussion |
| | - Policies and Procedures | - Discussion |
| | - Technical Writing Process | - In-class exercises (audience/purpose profile, policy analysis, policy |

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| | | comparison, etc.) |
| DAY ONE | - Writing Structure - Overview of Policy Components | - Discussion - In-class exercises (policy review for components, etc.) |
| | - Process, Procedure, Instruction | - Discussion - In-class exercises |
| DAY TWO | - Review of Policy and Procedures | - Discussion |
| | - Writing Structure - Layout | - In-class activities (structure planning, peer review, etc.) |
| DAY TWO | - Editing | - In-class editing |
| | - Usability Testing | - Peer review |

(schedule subject to change at the discretion of the instructor)

Code of Student Conduct

The UWO Code of Student Conduct defines the general standard of conduct expected of students registered at Western University and provides examples of behaviour that constitutes a breach of this standard of conduct. Additionally, it identifies sanctions that may be imposed and outlines the disciplinary procedures that the University will follow should violations occur. For the complete Code of Student Conduct, please access:

<http://www.uwo.ca/univsec/board/code.pdf>

Evaluation Method

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
 - a. The course content was relevant and valuable.
 - b. The instructor conducted class sessions in an organized, well-planned manner.
 - c. The instructor explained concepts clearly.
 - d. The instructor displayed enthusiasm and energy in conducting class sessions.
 - e. The instructor made me feel comfortable in the learning environment.
 - f. The instructor encouraged my participation and interaction.