

HOLLAND COLLEGE		
Quality Procedure A17	Issue Date: Feb 14, 2003	Revision: THREE
Title: Production of Program/Course Materials		Page 1 of 4
Authorized by: President of Holland College, Alex MacAulay:		

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1. PURPOSE:

To ensure program/course materials produced for distribution to, or to be used by, students are controlled.

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2. SCOPE:

All electronically sourced or printed dacum charts, records of achievement, transcripts, manuals, skill binders, workbooks, student calendars, etc, produced for distribution to students. Marketing materials produced under Quality Procedure B01 are excluded from this procedure.

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3. RELATED PROCEDURES, DOCUMENTS & DEFINITIONS:

3.1 Quality Procedure [B01](#) - Control of Program Information & College Marketing Materials

3.2 Quality Procedure [D04](#) - Document and Data Control

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4. RESPONSIBILITIES:

4.1 Program Managers/Managers: for ensuring documents to be distributed to, or to be used by students, are produced and controlled according to this procedure.

4.2 Production Department Personnel: for complying with the requirements of this procedure as described.

4.3 Originators of production work orders/purchase orders: for ensuring originals provided for production are in the required order and of acceptable quality and for verifying orders received are accurate.

4.4 Curriculum Services: for maintaining the official database of all skill charts and profiles used to produce DACUM Charts, Records of Achievement & Transcripts.

5. PROCEDURE:

GENERAL

- 5.1** While it is important that all materials produced for distribution to, or to be used by, students, are accurate and of acceptable quality, it is not necessary to maintain records for small documents, loose copies, handouts, etc. Individuals distributing such copies to students should always check to ensure the quantity and quality are adequate prior to distribution.
- 5.2** A master of all printed materials produced that are currently in use will be maintained by either the originator or someone with designated responsibility.
- 5.3** A master file of all electronically stored and distributed materials that are currently in use will be maintained by either the originator or someone with designated responsibility. A backup copy of the file will be stored in a separate location.
- 5.4** All materials produced will, at a minimum, show the current revision status by means of the date of issue and/or an issue number. It is recommended that this information be displayed on the front cover or, in the case of electronic documents, on the first page/screen. The use of a header/footer displaying this information on every page is, where possible, highly recommended.
- 5.5** Producers of materials should ensure they have complied with any copyright requirements. For information on copyright and the Canadian Copyright Act check with the library or production personnel.

PRINTED COPIES OF MANUALS, BINDERS, ETC PRODUCED AT THE LOCAL PROGRAM/DEPARTMENT LEVEL

- 5.6** When the document is being produced by someone other than the originator, the originator will attach, to the master, clear instructions regarding quantity, binding, covers, etc, as applicable.
- 5.7** Prior to distribution to the students, the originator and/or the individual producing the document will ensure the document produced is accurate in terms of quantity, quality and accuracy.

PRINTED COPIES OF MANUALS, BINDERS, ETC PRODUCED BY THE COLLEGE PRODUCTION DEPARTMENT

- 5.8** Originators are responsible for delivering master copies of manuals, binders, etc to the production department in the required order and of reproducible quality.
- 5.9** All orders are to be accompanied by a completed "Production Services Work Order" that clearly identifies the document to be produced, the number of copies required, the name of the originator, the 17 digit account number, the required delivery date and the relevant specifications regarding production.
- 5.10** Originators should consult any relevant College production guidelines prior to initiating the work order.
- 5.11** Upon receiving the work order the production department personnel should check the order and required delivery date. In the event the production department is unable to complete the work order or meet the required delivery date they are to inform the originator/designate.
- 5.12** The originator/designate will, in consultation with the production department, either agree to changes to the original work order or make arrangements to have the order produced through another source.
- 5.13** Upon completion of the order the production department will:
- a)** forward the completed order with a copy of the original "Production Services Work Order" to the individual indicated on the work order;
 - b)** forward the master copy and a copy of the original work order, if the originator and the delivery designate are different, to the originator.
- 5.14** Upon receiving the order the individual designated or the originator will verify that the order is accurate in terms of quantity, quality and accuracy (a sample of the order may be used for verifying quality/accuracy).
- 5.15** The originator/designate will report any problems or discrepancies with the order to the production department and the necessary corrections made prior to use. Any problems/discrepancies and the action taken to correct them will be recorded on or attached to the work order.
- 5.16** The originator will file the work order with the mastercopy and maintain the file until such time as all copies of the order have been distributed and are no longer in use by current students.

PRINTED COPIES OF MANUALS, BINDERS, ETC PRODUCED UNDER A PURCHASE ORDER

- 5.17** Originators are responsible for preparing production ready master copies of manuals, binders, etc for delivery to the production company.
- 5.18** All orders are to be accompanied by a completed "Purchase Order" that clearly identifies the document to be produced, the number of copies required, the name of the originator, delivery date and the relevant specifications regarding production.
- 5.19** Upon receiving the completed order the individual designated or the originator will verify that the order is accurate in terms of quantity, quality and accuracy (a sample of the order may be used for verifying quality/accuracy).
- 5.20** The originator/designate will report any problems or discrepancies with the order to the purchasing department/company and make arrangements for the necessary corrections to be made prior to use. Any problems/discrepancies and the action taken to correct them will be recorded on or attached to a copy of the purchase order.
- 5.21** The originator will file a copy of the purchase order with the master copy and maintain this file until such time as all copies of the order have been distributed and are no longer in use by current students.

PRODUCTION OF DACUM CHARTS, RECORDS OF ACHIEVEMENT & TRANSCRIPTS

- 5.22** Curriculum Services shall maintain the official database of program and course skill lists, profiles and minimum skill rating that have been approved by the Program Advisory Committee. Curriculum Services will provide the Registrar's Office with this official list of skills and any revisions that may occur. Dacum Charts and skill lists furnished by Curriculum Services shall be considered as originals.
- 5.23** All Dacum Charts, Records of Achievement and transcripts must display the date of the latest revision or for new charts/transcripts, the date they were developed.
- 5.24** All Dacum Charts or skill lists that display an industry profile must include the date the profile became effective.