**[DOCUMENT CODE AND NUMBER HERE]**

**[INSERT SECTOR/DEPARTMENT NAME HERE]**

**POLICIES AND PROCEDURES MANUAL**

Document Information and Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version No.** | **Date** | **Change Description** | **Reference** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Table of Contents

[Document Information and Revision History 2](#_Toc118976709)

[1. Introduction 4](#_Toc118976710)

[2. Objectives 4](#_Toc118976711)

[3. Scope 4](#_Toc118976712)

[4. Glossary of Terms 4](#_Toc118976713)

[5. Roles and responsbilities (if Procedure) 4](#_Toc118976714)

[6. Policy details/ Procedure/ flow chart (USE THE FLOWCRAT FORMAT) 4](#_Toc118976715)

[7. Relevant Legislation 4](#_Toc118976716)

[8. Key perfomance indicator 5](#_Toc118976717)

[9. Related control documents 5](#_Toc118976718)

1. Introduction

[include the scope]

1. purpose/Objectives

[include the scope]

1. Scope

[include the scope]

1. Glossary of Terms

|  |  |
| --- | --- |
| **Terms** | **Definitions** |
| [Insert Terms] | [Insert Definitions] |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

1. roles and responsbilities (Applicable for Procedures only)

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Job Title** | **Roles and Responsibilities** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. Policy / Procedure details (USE THE FLOWChArT FORMAT if needed)

[Enter policy/procedure detail here]

1. Flow Chart (if applicable refer to elibrary - NA - Flow Chart Template)

|  |  |
| --- | --- |
| **[Flow Chart Name]** | |
| **Ownership** |  |
| **Measurement** |  |
| **Interaction with Other Processes** |  |

Department /Sector 4

**Key**

Department /Sector 2

Department /Sector 1

Department /Sector 3

Decision Point

Off Page Connector

Process Step

Start / End

1. relevant legislation

|  |  |
| --- | --- |
| **Code, Name of Legislation** | **Jurisdiction** |
| [Code, Name of Legislation, Year here] | [Jurisdiction here] |
|  |  |

1. Key perfomance indicator

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Description** | **Frequency** | **Target** |
|  |  |  |  |
|  |  |  |  |

1. Related control documents

|  |  |  |
| --- | --- | --- |
| **#** | **Form/Template/Register Title** | **Form/Template/Register Code No.** |
|  |  |  |
|  |  |  |