



Standards Update:

Glossary Revised Definition

Publication: 8th Edition\Canadian

Issue: Revised Definition

Effective Date: August 1, 2007

Discussion: Based on research and response from the field, this glossary definition has been revised to reflect best practice. This Standards Update applies to all organisations whose Accreditation Agreement has been received by COA on or following August 1, 2007. For all other organisations, this Standards Update is optional.

Revised Definition

Procedure

Written instructions that outline the steps for performing a task(s) or operationalising an administrative or service delivery process. A procedure can be written as a step-by-step set of instructions or as a narrative description of a process. A procedure tells someone *how* to do something not just *what* to do.

Unlike policies, procedures do not need to be approved or reviewed by the governing body, and need not be associated with a specific policy. For example, whereas a broad anti-discrimination policy requires grievance or other procedures in order to be operationalised within an organisation, assessment procedures do not require a governing body approved assessment policy.

Note: Procedures are sometimes referred to as administrative policies.



Original Definition

Procedure

~~The designated methods by which broad policies are implemented and organisational operations are carried out, usually contained in writing by an operating or program manual as an adjunct to board-approved policies. Administrative policy is a term used by some organisations to describe such operational procedures developed by management. "Procedure" is the term used in this edition. Note: An organisation may, at its discretion, treat an issue for which operational procedures are required in the COA standards as a policy matter in which the governing body is involved. Governing body involvement is not required for operational procedures. The reverse is not the case. If the word "policy" is specified in a standard, a written statement or document that has been reviewed and approved by the governing body is required. All procedures requested in COA standards should be written.~~