

DOUGLAS COLLEGE STANDARD OPERATING PROCEDURES FRAMEWORK

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TABLE OF CONTENTS

- A. PURPOSE
- B. SCOPE
- C. DEFINITIONS
- D. POLICY STATEMENTS
 - ROLES AND RESPONSIBILITIES
- E. PROCEDURES
- F. SUPPORTING FORMS, DOCUMENTS, WEBSITES, RELATED POLICIES
- G. RELATED ACTS AND REGULATIONS
- H. RELATED COLLECTIVE AGREEMENTS

A. PURPOSE

This Framework guides the development, approval, communication and maintenance of Standard Operating Procedures (SOPs) at Douglas College (the College). Clearly written procedures are an essential means of quality control in the execution of administrative and operational processes with impact across College Divisions, Faculties, departments or other units, and must be developed and approved with appropriate input from affected areas.

B. SCOPE

This policy applies to all College Employees in the development of SOPs that affect two or more departments or units. The procedural statements in this policy apply only to Administration procedures under the authority of the College’s Senior Management Team (SMT).

Authority for changes to the development and review of Education Council SOPs remains with Education Council.

Authority to withdraw an SOP rests with the SOP’s Responsible Owner or designated Author.

C. DEFINITIONS

College Community: All College Employees, students and Board members, and any other person who is contractually obligated to comply with College policy; for the purposes of this Framework, includes the Douglas Students’ Union.

Employee: A person who is employed by the College, including administrators, faculty members, staff and contractors, and students when employed by the College (e.g., as student assistants or peer tutors).

Policy Approval Body: The organizational entity with final responsibility for and authority over a policy, including its development, review or withdrawal.

Responsible Owner: The designated administrator who is responsible for a given policy or SOP, and who presents new or revised policies or SOPs to the appropriate approval body (e.g., for Administration Policies, a member of SMT or a Director reporting to the President; for Board Governance Policies, the Board Chair; and for Educational Policies, the Education Council Chair on behalf of the Educational Policy Committee).

Standard Operating Procedure: A documented step-by-step guideline that describes how a College process or task is to be completed. SOPs are a key component of the College's quality control systems.

SOP Accord: A group of College representatives assigned to develop and approve an SOP, and reflective of the interests of those whose work is affected by the SOP; in certain cases, the Policy Approval Body as a whole (i.e., Education Council or Senior Management Team) may serve as the SOP Accord.

SOP Author: A College Employee who initiates the development of, or leads the revision of, an SOP.

SOP Subcommittee: A standing committee responsible for oversight of processes pertaining to the development, review and implementation of SOPs, comprising a minimum of three (3) elected members of the Administrators Community of Practice, representing different Divisions and service areas of the College, and the VP, Academic and Provost.

D. POLICY STATEMENTS

1. Douglas College policies and procedures assist the College in fulfilling its [Core Purpose, Vision and Values](#) and its strategic objectives; provide uniform interpretation and guidelines for governance and decision-making within the organization; and regulate individual and organizational actions.
2. Standard Operating Procedures (SOPs) are developed to document and manage complex and routine processes that affect two or more departments or units, as well as to outline procedures related to College policy, and will be developed and formatted in compliance with approved processes and template. Single units (Divisions, Faculties, departments/programs) also have the authority to create and apply procedures at the unit level, using the SOP template, provided that the procedures documented have no impact on Employees or units outside their own unit.

3. SOPs are intended to improve the effectiveness of and work environment for Employees by eliminating unnecessary and/or outdated practices and reducing errors. Where linked to College policy, SOPs will ensure clarity, transparency and consistency in the implementation of the policy.
4. In the event of a conflict between a policy and an SOP, the policy supersedes and will apply.
5. SOPs must be congruent with and adhere to this *Procedures Framework*. SOPs will provide all relevant information such as but not limited to roles and responsibilities of individuals; the steps involved in and timelines related to the execution of the process described; and a departmental contact (i.e., the SOP Author) to whom questions can be directed. (*See links to template materials and guidelines in section E. PROCEDURES.*)
6. Any Employee may initiate (author) the development of an SOP, but SOP development will include consultation with representatives of affected areas, as determined by the Accord.
7. The effect on Employees is the most important consideration in the development of an SOP. It is understood that not every College process requires an SOP.
8. SOPs will be reviewed at least every seven (7) years, and may be reviewed earlier as needed to ensure processes remain current. Where revision occurs, Accord membership will be updated as needed to remain current and to remove former Employees' names.
9. The processes necessary to modify SOPs shall be relatively easy to effect in order to recognize organizational, regulatory or other issues; where SOPs are linked to College policy, revisions should be possible without, in most cases, the need to review the principles embedded in the policy itself.
10. Any Employee may initiate or request the withdrawal of an SOP by contacting the SOP's Responsible Owner and SOP Author and providing a rationale. Authority to withdraw an SOP resides with the SOP's Responsible Owner, who will consult with the SOP Author and the Accord prior to deciding if an SOP should be withdrawn.
11. SOPs will be housed on the College intranet; hard copy manuals will not be produced. Where policy-related procedures need to be available to non-Employees, they will also be posted to the policy area of the College website.
12. SOPs drafted without oversight from an appropriate Accord will have no authority and shall not be posted.

ROLES AND RESPONSIBILITIES

13. The SOP Chair, Institutional Effectiveness (IE) is responsible for
 - creating, implementing and maintaining standards for the drafting, publication and communication of SOPs;
 - providing oversight and direction with respect to SOP development and review, including advising on membership of the SOP Accord;
 - acting as a resource to individuals and bodies involved in the SOP process, to ensure compliance with this Framework;
 - ensuring processes are in place for assigning SOP numbers and for maintaining an SOP archive, in accordance with the College's approved records and information management policies and procedures;
 - ensuring new and revised SOPs are published and communicated through approved channels;
 - ensuring the updating of related materials and document links, as required;
 - maintaining a current SOP review schedule; and
 - ensuring the timely and effective communication of additions and/or revisions to, and deletions of, SOPs, as communicated by the relevant Responsible Owner.
14. The SOP Subcommittee is responsible for reviewing new and/or revised SOPs to ensure adherence to standardized template and format, and for overseeing quality assurance.
15. The SOP Responsible Owner (or designate) is responsible for
 - communicating approved new and revised SOPs to the SOP Chair, IE, as required;
 - ensuring the implementation of policy and related procedures (SOPs);
 - ensuring regular review of their unit's SOPs, to ensure they remain current;
 - leading or delegating the revision of SOPs, as needed; and
 - communicating the decision to withdraw an SOP to the SOP Chair, IE.
16. As delegated by the Responsible Owner, the SOP Author is responsible for ensuring that everyone represented on an SOP Accord and the relevant administrator (e.g., Manager, Supervisor) have been consulted.
17. SOP Accord members are responsible for reviewing new and/or revised SOPs on behalf of those who will be affected within their areas, consulting as appropriate; and for requesting modifications, as warranted.

E. PROCEDURES

Where the development or revision of a College policy triggers the need for the development of a new, or revision of an existing, SOP, the Policy Approval Body (i.e., Education Council) or Responsible Owner (i.e., Senior Management Team member) will ensure that the SOP work is assigned as required.

See [Standard Operating Procedures](#) (for internal users):

- *How to Develop a Standard Operating Procedure (SOP)*
- *Revision Process for Standard Operating Procedures*
- *SOP Submission Process (for SOP Chair and SOP Subcommittee)*

F. SUPPORTING FORMS, DOCUMENTS, WEBSITES, RELATED POLICIES

[Administration Policies](#)

- *Douglas College Policy Framework*
- *Records and Information Management*

G. RELATED ACTS AND REGULATIONS

N/A

H. RELATED COLLECTIVE AGREEMENTS

N/A