Documentation Control Process

PURPOSE

The purpose of this process is to ensure that appropriate review and control procedures are in place for all documentation pertaining to the International Education Division's Quality Management System (QMS) and to ensure that the correct version of QMS documentation is available at all times to all staff in the Division.

What is a document? Documents are

- Policies e.g. Quality Policy, Customer Charter etc.
- Procedures such as this one
- Instruction manuals e.g. how to process an application
- Forms e.g. medical form

The following procedure will describe what to do with documents.

PROCEDURE

1. Any staff member may identify the need for a change to an existing document or the need for a new document
2. If a new document is required, establish document format to match document type
3. The naming convention for the documents is as follows e.g. "Documentation Control Process Rev 1".
4. The need is discussed with the relevant group involved and agreed
5. The staff member creates the document or makes changes to the existing document; the author assumes the role of the document controller.
6. Agree with the group that the change or the new document reflects what is needed
7. Update document revision history using whole numbers
8. Obtain approval for document by email prior to release (see below)

QMS Document	Approver
Quality Manual	Director
Quality Policy	Director
Customer Charter	Director
QMS Process	Deputy Director
Key Business Process	Section Manager
Working Guidelines	Section Manager

9. The document, MS Office/PDF document, should be embedded in the email for approval to ensure the most recent document is available for approval. The subject of the email should be in the format "Process Name revision number Approval" for example "Documentation Control Process Rev 1 Approval".
10. The approver forwards the request email stating they approve the document to the requester.
11. When approved, the staff member (document controller),

a. publishes the document in the Quality Management System (Sharepoint/IED Website)
b. Inform all relevant staff by email of document update and location
c. Update master list of QMS documentation(Quality Team)
d. Maintain email approvals and circulations in a Documentation Approval folder on Sharepoint
e. Update documentation revision history. Maintain two changes. All prior changes can be found in Archive

RECORDS

The latest copy of the following

- Quality Manual
- Quality Policy
- Customer Charter
- QMS Processes
- Key Business Processes

Are maintained in electronic format by the Quality Team and are available to Divisional staff on the IED Sharepoint portal and on the Division's website.
The latest copies of all Unit Working Guidelines are held on Share Point. All relevant records are held in accordance with UL's Records Management and Retention Policy.
Any student record information created within the Unit are stored in accordance with UL's Records Management and Retention Policy

PROCESS EFFECTIVENESS

Evaluation of the Documentation Control Process effectiveness is carried out using internal and external quality audits. The process is monitored for effectiveness and improvement by taking input from internal and external audits, and staff input at any time.

REVISION HISTORY

Rev. No.	Date	Approved By	Details of Change	Process Owner
1	21-5-15	Deputy Director	Initial release	Laura Moloney