If you need access to this PASS Process Guide in an alternative format, please contact your School Support Coordinator in the first instance. Thank you

Version Table

Revision	Description	Author	Date
	Drafted	Guide working group	9/11/23
1.1	Updated	Guide working group	14/12/23
1.2	Amalgamated Principles & Creation Process Guides	VH	02/03/23

1.   *Summary and other guides linked to*

The group leading the creation of PASS Process Guides identified a set of principles to help guide their work. This document outlines these principles and sets the expectation that anyone drafting a School Support Service (S3) PASS Process Guide abide by the information under section 2.

The S3 PASS Process Guides, once approved, are mandatory for all S3 PASS Teams to follow. The term "Guide" is used to acknowledge that taken in their totality they are a guide to some of the key activities undertaken by PASS groups and do not represent the sum total of the work of PASS teams across S3.

The S3 PASS Process Guides are co-created by a group drawn from the PASS Enhancement Group to which additional people are invited. Membership of the PASS Process Guide group is available on the S3 PASS Process Guide intranet page.

2.   *The Process explained*

1. Considerations prior to drafting S3 PASS Process Guide:

1.1 Is this a S3 PASS process that is owned by PASS teams in S3 or does the ownership of the process reside in another area of the University? There are, for example, several SITS processes that the Academic and Student Lifecycle (ASL) team create and maintain. While it will be helpful for a S3 PASS Process Guide to link to one of these ASL owned processes it must never seek to replicate/ reinvent existing process notes created and maintained by other service areas.

– This PASS Process Guide is designed as an electronic resource maintained through the PASS Enhancement Group. If printed it is an uncontrolled version.

1.2 Is this an important S3 PASS Process Guide to do now? Initial examples of reasons for the guide being needed might include the current position causes confusion or that there are identified issues arising through lack of a guide. As the library of PASS Process Guides grow drafting of Guides as best practice example will become more routine.

1.3 Is this the right time for this guide? If relevant, please consider whether we are at the right in the PASS process cycle to make a change. It is, for example, unusual to change a process which has started or is imminent unless there is a compelling business reason to do so. A check should also be made through consultation with the PASS Enhancement Group Convenor on whether the process itself about to change.

2. Rules for drafting a S3 PASS Process Guide:

2.1 Use the PASS Process Guide Template.docx and guidance notes within in it.

2.2 Be factual with clear and concise sentences (the recommended average, where possible, is about 12 words).

2.3 Create the Guide with the user in mind.

2.4 Be accessible and inclusive. The University's Brand Hub may have guidance on this or you could speak to a colleague in Marketing and External Relations.

2.5 Use simple language with words understood by the reader, including those newer to a PASS team. This includes using abbreviated terms in their fullest version first, before then abbreviating.

2.6 Give clear instructions.

2.7 Refer and link to existing resources developed by other service areas in the University. Never replicate information available through another Guide/ process note or operating procedure maintained by another area.

2.8 Update the revision table when additions or edits made.

3. Process for drafting and approving a S3 PASS Process Guide:

3.1 The need for a Guide is identified according to the considerations outlined in point one above.

3.2 A member of the PASS Process Guide group or that member mentor a nominee to draft the Guide using the PASS Process Guide Template.docx. When drafting a Guide authors engage with impacted stakeholders. If the author of the guide is a School Support Administrator, ownership of the guide is held by a School Support Coordinator in that team. This is done to help ensure that each Guide can be assigned to a readily identifiable individual through a role held.

3.3 The member of the PASS Process Guide group will update the relevant tab of the PASS Process Guide Overview.xlsx to record that the work has started. This step is included to try and guard against multiple people working on a guide covering the same topic.

3.4 Once drafted the author will post the draft to the relevant section of the PASS Process Guide Channel and tag the PASS Enhancement Group Convenor to highlight that the draft guide is there.

3.5 The PASS Enhancement Group Convenor will encourage all in the PASS Process Guide group to provide comment electronically within a reasonable time frame.

3.6 The PASS Enhancement Group Convenor will review comments made and determine action needed to move Guide to completion. The nature of this work will vary according to the comments made. Examples may include making an Executive decision based on returns made, Convening a meeting of the PASS Process Guide group to discuss; adding the Guide to a PASS Enhancement Group (PEG) agenda or putting a poll to members of the PASS Process Guide group.

3.7 Once the guide is complete the PASS Enhancement Group Convenor will complete the S3 PASS PASS Process Guide Overview.xlsx document, including adding the location of the Guide and giving a review date.

3.8 The PASS Enhancement Group Convenor will work with PASS Manager and others as needed to advertise implementation of the new S3 PASS Process Guide.

3. Additional Information

No additional information provided.