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POL-011: Policy Governance, Training & Dissemination Policy

Effective Date: 2026.05.01

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Purpose

This Policy establishes a formal framework for the governance, approval, training, communication, and ongoing dissemination of all organisational policies, procedures, and standard operating documents. Its purpose is to ensure that all policies are authoritative, current, understood, consistently applied, and embedded into daily operations across the organisation.

Scope

This Policy applies to:

- All organisational policies, procedures, manuals, guidelines, and SOPs;
- All staff, attorneys, consultants, and governance bodies;
- All stages of the policy lifecycle, including creation, approval, training, dissemination, implementation, review, and retirement.

Policy Governance Framework

- Policy Authority
  All organisational policies are governed under a central Policy Register maintained by Administration. No policy may be issued, amended, or withdrawn outside of this framework.

- Policy Ownership
  Each policy must have a designated Policy Owner responsible for:
  - Drafting and content accuracy;
  - Ensuring alignment with legal, regulatory, and operational requirements;
  - Coordinating training and dissemination;
  - Initiating periodic review.

- Approval Structure
  Policies must be approved in accordance with their category:
  - Operational / Administrative Policies: Managing Partner or delegated authority;
  - Financial Policies: Managing Partner and Finance Lead;
  - Compliance / Risk Policies: Managing Partner and Compliance Officer;
  - Governance-wide Policies: Board or Governing Committee, where applicable.

No policy is enforceable until formally approved and recorded in the Policy Register.

Policy Development and Review

- Development Standards
  All policies must:
  - Follow the approved policy template;
  - Clearly state purpose, scope, roles, procedures, and accountability;

- Align with existing policies and avoid duplication or conflict.

- Review Cycle
  Policies are subject to review:
  - At least once every two (2) years; or
  - Earlier if triggered by legal changes, audit findings, operational issues, or governance directives.

  Review outcomes must be documented as:
  - No change;
  - Minor amendment;
  - Full revision;
  - Retirement and replacement.

Training Requirements

Mandatory Policy Training

1. Training is mandatory for:
   - All newly issued policies;
   - Material amendments to existing policies;
   - New hires and newly engaged consultants.

2. Training Methods
   Policy training may include:
   - Live in-person or virtual sessions;
   - Recorded briefings;
   - Written summaries and guidance notes;
   - Practical demonstrations where operationally required.

3. Responsibility
   Policy Owners, in coordination with HR/Administration, are responsible for:
   - Identifying affected audiences;
   - Ensuring timely delivery of training;
   - Tracking attendance and acknowledgements.

Dissemination and Communication

Official Distribution Channels
Approved policies must be disseminated through:

- Central document repositories (e.g. SharePoint);
- Formal internal communications (email or Teams);
- Inclusion in onboarding and induction materials.

Acknowledgement of Receipt
Where required, staff must provide written or electronic acknowledgement confirming:

- Receipt of the policy;
- Understanding of key obligations;
- Agreement to comply.

Acknowledgements form part of the HR and compliance record.

Record-Keeping and Version Control

Policy Register
Administration shall maintain the official Policy Register capturing:

- Policy number and title;
- Owner and category;
- Effective and review dates;
- Current version and approval status.

Version Control
Only the current approved version of a policy may be in circulation. Superseded versions must be clearly archived and marked as obsolete.

Monitoring, Compliance and Enforcement

1. Monitoring

Compliance with this Policy and with individual policies is monitored through:

- Internal audits;
- Compliance reviews;
- Performance and quality assurance processes.

2. Non-Compliance

Failure to comply with approved policies may result in:

- Corrective action;
- Additional training;
- Disciplinary measures in accordance with HR policies;
- Escalation to governance bodies where warranted.

Exceptions

Any exception to a policy must:

- Be justified in writing;
- Be approved by the Managing Partner or Leadership Team;
- Be documented and time-bound.

Effective Date

This Policy takes effect on the date of formal approval and remains in force until amended or revoked.

Review and Updates

This policy will be reviewed periodically to ensure it remains aligned with operational needs, regulatory requirements, and best practices in client care.

Employee Acknowledgement and Confirmation

I, ____, acknowledge that I have received, read, and understood the contents of the **Policy Governance, Training & Dissemination Policy**.

I confirm that:

- I understand my obligations under this Policy and the standards expected of me;
- I agree to comply with the requirements set out herein and any related procedures, guidelines, or standard operating documents;
- I understand that failure to comply with this Policy may result in corrective or disciplinary action in accordance with organisational policies;
- I undertake to seek clarification where any aspect of the Policy is unclear.

I further acknowledge that this signed confirmation forms part of my official HR and compliance record in accordance with organisational requirements.

Employee Name: ____

Signature: ____

Date: ____

Position: ____