



DOCUMENTATION CHECKLIST

Use the checklist below to ensure you have all the necessary documentation to make your program a success.

Note: Not all will apply to all programs.

- Program objective
- Member roles and responsibilities
- Benefits
- Code of Conduct
- Community Etiquette or Guidelines (may be required if members will be acting as part of a community)
- Moderation Guide
- Training material (may be required if members will be acting as first line of support)
- Product manuals
- Support channels and contacts
- Organisational procedures and processes
- Escalation processes
- Crisis response processes
- Term and reapplication process
- Non Disclosure Agreement (may be required if members have access to proprietary or product info before it goes to market)
- Style or tone guide (if members will be creating content)
- Disciplinary process
- Removal process (how can members leave the program?)