

FAQ Template - The Basics

When writing FAQs, it is advisable to have a template to write them around. Using a template ensures consistency of presentation to the user, and assists the technical team in adding the FAQ to the main database.

This document is designed to act as a guideline for FAQ content.

The following information should be included in all FAQs, as it not only answers the user's question, but also assists them in following up for further information if they need to.

Question:

Answer (max 100 words):

Contact name/role:

Contact department:

Contact email:

Contact telephone:

Contact address:

(Note that some technical/CRM systems may be able to add the contact information automatically)

The following fields, where relevant, may be added manually by the person writing the FAQs or may be added by technical or other verifiers of the FAQ.

Metadata (SSL category):

Date valid from (defaults to approval date)

Review/expiry date:

Internal content link:

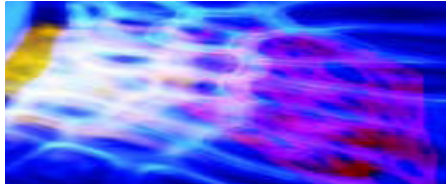
External website link:

GIS link:

Associated forms/eforms location:

See "Guidelines for writing FAQs" for detailed information on wording the question and answer pairs.





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An example of a completed template shows below:

Question: How can I apply for planning permission?

Answer (max 100 words): You can apply for planning permission online using the form below. You can call, fax or write to us and we will send you a form. You will need to include the right fee with your application. It may be a good idea for you to call first to ensure that you actually need to apply for planning permission.

Contact name/role: Planning Officer

Contact department: Planning and Development

Contact email: pt@renfrewshire.gov.uk

Contact telephone: 0141 842 5811/5822 (fax 0141 842 5833)

Contact address: Gilmour House, Gilmour Street, Paisley PA1 1BY

Metadata (SSL category): 487 - Planning - private houses
485 - Planning - business property
608 - Planning - development control

Date valid from
(defaults to approval date): 17/04/2007

Review/expiry date: 17/04/2008

Internal content link: Planning Application Forms and Guidance notes

External website link:

GIS link:

Associated forms/eforms

location: Online Planning Application Form



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Or view further details on the project and the esd-toolkit at:
www.esd.org.uk/a-zscotland

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