

Introduction

Business operations are driven by written policies and procedures. While considerable attention is given to how these documents are drafted, it is equally important to focus on the substance of the policies and procedures, including related documents like Specifications and Standards.

This training course on policy and procedure writing certification will explore the creation of these documents, highlighting key clauses that commonly appear within them. Real-life examples will be incorporated wherever possible to illustrate these points.

The course will also address the methods for drafting policies and procedures, with an emphasis on avoiding ambiguity and confusion. Ambiguities often lead to errors, and this course aims to minimize such mistakes, thereby reducing disputes.

Mastering Policy and Procedure Writing

The ability to create policies and procedures that are both effective and align with organizational objectives is an essential skill. Training in this area enhances compliance, communication clarity, and the establishment of authoritative guidelines within the organization.

This policy writing course or training will equip participants with the skills needed to become proficient in policy writing, enabling them to produce well-structured, comprehensive documents.

Whether participants pursue procedure writing training or obtain certification in policy and procedure writing, the knowledge gained from this course is invaluable for anyone involved in public policy or corporate governance.

Intended Participants

- Quality Assurance Professionals
- Human Resource Professionals
- Policy Creators and Writers
- Managers at various levels who wish to refresh and reinforce their policy-writing knowledge and skills

Course Goals

By the end of this policy and procedure writing certification course, participants will be able to:

- Recognize the importance of policies and procedures.
- Hone drafting skills that are applicable to all document types.
- Enhance clarity and precision in their writing.
- Gain insight into the potential issues and implications of policies and procedures.
- Develop a deeper understanding of the commercial impacts associated with drafting decisions.
- Reduce risks through better policy and procedure drafting.
- Gain an understanding of how policies and procedures contribute to business success.
- Broaden their perspective on the role of policies, procedures, and similar documents in organizational management.
- Grasp the various functions of these documents.
- Acquire transferable drafting skills applicable to multiple situations.
- Practice drafting skills in a risk-free, supportive environment.
- Improve their strategic thinking on how to develop policy and procedure documents.
- Learn practical techniques for writing policies and procedures.
- Identify potential pitfalls and learn strategies to avoid or mitigate them by drafting clear documents and managing them effectively.

Key Competencies Targeted

- Report writing proficiency.
- Procedure implementation.
- Project management skills.
- Management techniques and practices.

- Specialized policy knowledge and awareness.
- Preparation and planning capabilities.
- Problem-solving and analytical thinking.
- Deep understanding of the crucial elements of writing effective policies and procedures.

Course Content

Unit 1: Introduction to Policy & Procedure Writing

- The significance of policies and procedures.
- What makes a policy effective?
- The structure of policies and procedures.
- Writing styles.
- Integration of other documents.

Unit 2: Governance and Roles in Policy

- The role of policies and procedures.
- Essential elements to include.
- Stakeholders involved in the process.
- The review process.
- The approval process.
- Publication process.

Unit 3: Implementing Policies & Procedures

- Reviewing policy and procedure examples.
- Avoiding ambiguity.

- Relevant standards (e.g., ISO).
- Effective communication strategies.
- Ensuring staff compliance.
- Maintaining policies and procedures.

Unit 4: Drafting Policies & Procedures

- Drafting guides.
- Best practices for drafting.
- Practical tips for effective writing.
- Commercial considerations.
- Drafting exercises based on reviewed documents.

Unit 5: Implementing Policies & Procedures

- Change management strategies for effective implementation.
- Distinguishing between visual clarity and visual clutter.
- Enabling users to easily locate information.
- Publication formats and related technologies.
- Checklist: Assessing document readability.
- Coordinating and communicating changes.

Unit 6: Evaluation

- Managing the revision cycle.
- Evaluating the need for policy or procedure changes.
- Making revisions with minimal disruptions, including gaining acceptance.

- Best practices and pitfalls of electronic policies and procedures.
- Case studies related to policies and procedures.