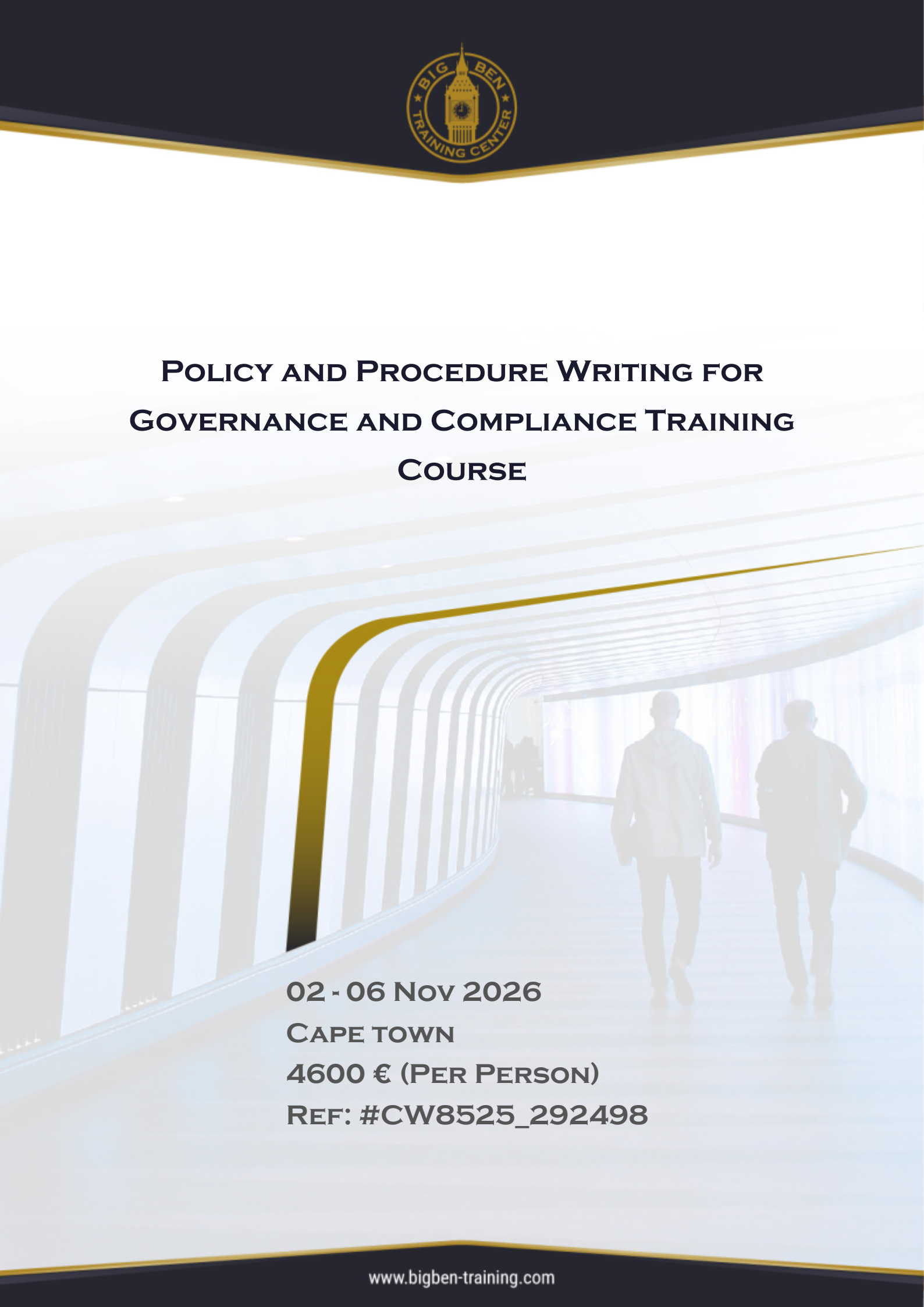
Policy and Procedure Writing for Governance and Compliance Training Course



02 - 06 Nov 2026

Cape town

4600 € (Per Person)

Ref: #CW8525_292498

Course Introduction / Overview:

In today's complex regulatory landscape, the ability to write clear, effective, and compliant policies and procedures is no longer a niche skill but a core business necessity. This comprehensive training course is meticulously designed to transform participants into proficient policy writers who can create documentation that not only meets regulatory requirements but also drives operational excellence and strengthens corporate governance. The curriculum moves beyond basic writing techniques to explore the strategic role of policies within a Governance, Risk, and Compliance (GRC) framework. As influential thinkers like Richard Steinberg have emphasized in their work on internal control frameworks, well-crafted policies are the bedrock of a sound control environment. This program, offered by BIG BEN Training Center, delves into the entire policy lifecycle, from initial drafting and stakeholder consultation to implementation, communication, and periodic review. Participants will learn to navigate the complexities of legal jargon, align documentation with international standards, and create user-friendly procedures that employees can easily understand and follow, ultimately mitigating risk and fostering a culture of compliance and accountability throughout the organization.

Target Audience / This training course is suitable for:

- Compliance Officers and Managers.
- Policy and Procedure Writers and Analysts.
- Internal Auditors and Risk Managers.
- Human Resources Professionals.
- Operations Managers and Team Leaders.
- Legal Counsel and Paralegals.
- Quality Assurance Specialists.
- IT Governance Professionals.
- Project Managers.
- Executive Assistants and Administrative Managers.

Target Sectors and Industries:

- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Government Agencies and Public Sector Organizations.
- Energy, Oil, and Gas.
- Telecommunications and Technology.
- Manufacturing and Engineering.
- Consulting and Professional Services.
- Education and Non-Profit Organizations.
- Retail and Consumer Goods.

Target Organizations Departments:

- Compliance and Risk Management.
- Legal and Corporate Governance.
- Internal Audit.
- Human Resources.
- Operations and Production.
- Quality Assurance and Control.
- Information Technology and Security.
- Finance and Accounting.
- Procurement and Supply Chain.
- Customer Service.

Course Offerings:

By the end of this course, the participants will have able to:

- Draft clear, concise, and unambiguous policies and procedures.
- Align organizational policies with strategic objectives and governance frameworks.
- Structure documents for maximum readability and user comprehension.
- Implement a systematic policy development and lifecycle management process.
- Ensure policies and procedures are compliant with relevant laws and regulations.
- Develop effective communication and training plans for new policies.
- Utilize process mapping techniques to create accurate standard operating procedures (SOPs).
- Establish robust version control and document management systems.
- Prepare documentation that is ready for internal and external audits.
- Facilitate stakeholder reviews and incorporate feedback effectively.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants not only learn the theory but can also apply it directly to their work. This course moves beyond traditional lectures to immerse attendees in a dynamic learning environment. A significant portion of the training will be dedicated to hands-on workshops where participants will draft, critique, and revise policy and procedure documents based on real-world scenarios. We will utilize case studies of both successful and failed policy implementations to analyze best practices and common pitfalls. Group discussions and peer-review sessions will foster collaborative learning and allow participants to gain diverse perspectives on complex governance challenges. The instructor will provide personalized feedback and expert guidance throughout the sessions. Interactive exercises, process mapping activities, and role-playing scenarios will be used to reinforce key concepts such as stakeholder communication and policy rollout strategies. This blended approach ensures a comprehensive understanding and mastery of the skills required for effective policy and procedure management.

Course Agenda (Course Units):

Unit One: Foundations of Effective Policy and Governance

- The Strategic Role of Policies and Procedures in GRC.
- Differentiating Between Policies, Procedures, Standards, and Guidelines.
- Understanding the Link Between Policies and Corporate Governance.
- Key Principles of Good Policy and Procedure Writing.
- Identifying the Audience and Purpose of a Document.
- The Legal and Regulatory Imperative for Clear Documentation.
- Introduction to the Policy Management Lifecycle.

Unit Two: The Art of Clear and Concise Policy Writing

- Structuring a Professional Policy Document.
- Using Plain Language and Avoiding Ambiguity.
- Mastering Tone, Voice, and Style for Official Documents.
- Techniques for Writing User-Centric and Action-Oriented Content.
- Developing a Standardized Policy Template for Your Organization.
- Incorporating Definitions, Scope, and Responsibilities.
- Best Practices for Formatting and Visual Design for Readability.

Unit Three: Developing and Documenting Effective Procedures

- From Policy to Actionable Standard Operating Procedures (SOPs).
- Techniques for Business Process Mapping and Analysis.
- Writing Step-by-Step Instructions with Clarity and Precision.
- Integrating Flowcharts, Diagrams, and Visual Aids.
- Conducting Walkthroughs and User Acceptance Testing for Procedures.
- Documenting Controls and Decision Points within a Process.
- Creating Checklists and Job Aids to Support Procedures.

Unit Four: Policy Lifecycle Management and Implementation

- The Policy Development Process from Needs Analysis to Approval.
- Best Practices for Stakeholder Consultation and Review.
- Building an Effective Policy Approval Workflow.
- Strategies for Communicating and Rolling Out New Policies.
- Developing Training Materials for Policy Implementation.
- Establishing a Schedule for Periodic Policy Review and Updates.
- Managing Version Control and Archiving Obsolete Documents.

Unit Five: Advanced Topics in Compliance and Document Control

- Aligning Policies with ISO Standards and COSO Frameworks.
- Writing Policies for Specific Areas like IT Security and HR.
- Managing Policy Exceptions and Deviations.
- Preparing Documentation for Internal and External Audits.
- Leveraging Technology for Policy Management and Distribution.
- Measuring Policy Effectiveness and Employee Adherence.
- Final Workshop: Drafting and Peer-Reviewing a Complex Policy Document.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond mere compliance, how can strategically written policies and procedures become a catalyst for driving organizational culture and innovation?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by treating policy and procedure writing not as a mere administrative task, but as a strategic function central to robust corporate governance and operational excellence. While other courses may focus solely on the mechanics of writing, our curriculum deeply integrates the principles of Governance, Risk, and Compliance (GRC), teaching participants how to align their documentation with broader business objectives and international frameworks like COSO and ISO. A key differentiator is our emphasis on the complete policy management lifecycle, providing a holistic view from initial conception and stakeholder engagement through to communication, training, and ongoing review. The methodology is intensely practical, moving beyond theory to immerse participants in hands-on workshops, real-world case studies, and peer-review sessions that simulate the challenges they face in their roles. Participants will not just learn how to write a policy; they will learn how to champion a culture of clarity, accountability, and continuous improvement through effective documentation, making this a transformative experience for any professional in the governance and compliance field.