



*Training Course:  
Writing Effective Policies & Procedures*

*9 - 13 August 2027  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Writing Effective Policies & Procedures

Training Course code: PC3021 From: 9 - 13 August 2027 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

### Introduction

Policies and procedures are the backbone of every organization, guiding operational consistency, regulatory compliance, and risk management. However, poorly written documents can generate ambiguity, errors, and disputes, impacting efficiency and organizational credibility.

This course equips participants with the skills to draft, evaluate, and implement effective policies and procedures. Using real-world examples, case studies, and interactive exercises, delegates will learn how to develop clear, practical, and legally sound documents that align with organizational goals.

### Course Objectives

Participants will learn to:

- Develop an understanding of how policies and procedures are created and maintained
- Analyze key clauses and avoid ambiguities that may cause disputes
- Apply practical drafting techniques to enhance clarity and effectiveness
- Recognize the commercial and operational implications of policy wording
- Improve compliance and staff understanding of policies and procedures
- Enhance their ability to interface with other professionals and stakeholders

### Target Audience

This program is ideal for:

- Policy writers, administrators, and coordinators
- Compliance, audit, and risk management professionals
- Department managers responsible for policy implementation
- Professionals in both public and private sectors involved in drafting, reviewing, or maintaining organizational documents
- Employees who require a practical understanding of policy creation and management

### Program Outline

#### Day 1- Introduction to Policy & Procedure Writing

- Importance of policies and procedures

- Characteristics of an effective policy
- Structure and formatting
- Writing styles
- Incorporation of other documents

#### Day 2- Governance and Roles

- Role of policies in organizational governance
- Elements to include in policies and procedures
- Identifying stakeholders involved in drafting
- Review, approval, and publication processes

#### Day 3 - Implementation Strategies

- Ensuring clarity and avoiding ambiguity
- Standards and ISO guidelines
- Effective communication strategies
- Ensuring staff compliance and ongoing maintenance

#### Day 4 - Drafting Techniques

- Drafting guides and best practices
- Practical tips for effective writing
- Commercial considerations
- Drafting exercises based on real examples

#### Day 5 - Case Studies and Workshops

- Group case studies and practical exercises
- Hands-on workshops to apply drafting principles
- Final review and discussion
- Wrap-up and actionable takeaways

## Registration form on the Training Course: Writing Effective Policies & Procedures

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
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