LONDON CAPITAL COMPUTER COLLEGE

Policies and Procedures Management training courses content

Training Outcomes:	On completion of the training, delegates will be able to:
1. Policy Framework analysis perspective	1.1 Analyse how Policy Framework helps the organisation implement legislation, strategic plans, policies and procedures.
2. Hierarchy and definition of Policy Framework Structure	2.1 Be able to analyse and describe: • Policy planning • Legislation • Policy review plan • Policies • Procedures • Forms
3. Understand layout and components of policy document	3.1 Explore statements which regulate, direct, control actions and conduct 3.2 Analyse policy administrative issues including; policy numbering, implementation date, status and responsibility

4. Analyse sampled policy documents	Explore organisational policies including:
	4.1 Complaints Policy
	4.2 Appeals Policy
	4.3 Health and Safety Policy
	4.4 Record Management Policy
	4.5 Customer Service Policy
	4.6 Equal Opportunities Policy
	4.7 Contingency Plan Policy
	4.8 Ethical Policy
	4.9 Conflict of Interests Policy
	4.10 Invoicing Policy
	4.11 Staff Development Policy
	4.12 Financial Management Policy
	    • Credit Control Policy
	    • Internal Control Policy
	    • Budget Control & Review Policy
	4.13 Risk Management Policy
	4.14 Quality Management Policy
	4.15 Verification & Authentication Policy
	4. 16 Standardisation Policy
	4.17 Sanctions Policy
	4.18 Recruitment and Selection Policy
	4.19 Annual Programme Review Policy
	4.20 Corporate Social Responsibility
	4.21 Maladministration and Malpractice
	4.22 Staff Misconduct Policy
	4.23 *Many other*

5.	Procedure documents and implementation processes	5.1	Outline documents accountable officers are required to use for the purposes of developing and implementing systems, practices and controls; for the efficiency, effectiveness, economic, financial and performance management of an organisation.
6.	Analyse sampled procedure documents	Explore organisational procedure document including:	
		6.1	Job Descriptions
		6.2	Code of Practice
		6.3	Quality Dimension
		6.4	Accountability Framework
		6.5	Rationale Behind Quality Management
		6.6	Efficiency & Effectiveness
		6.7	Planning Policy
		6.8	Policy Review Plan
		6.9	Capital Adequacy Plan
		6.10	Marketing Plan
		6.11	Financial Plan
		6.12	Audit Plan
		6.13	Information Technology (IT) Strategy
		6.14	Information System Evaluation
		6.15	Governance Constitution
		6.16	Internal Operations / Processes
		6.17	Procurement Process
		6.18	General Condition of Recognition Checklist
		6.19	Operational Management & Evaluation Workpapers
		6.20	Operational Management Process Framework
		6.21	Operational Management Process Evaluation
		6.22	Internal Control Evaluation Management
		6.23	Report of Evaluation (ROE)
7.	Identify purpose of forms	7.1	Outline how forms define the detailed steps for carrying out tasks; help summarise data and reduce duplication of information
8.	Analyse sampled forms	Assess the different organisational forms; including:	
		8.1	Assessment Forms
		8.2	Management Forms
		8.3	Internal Template Forms
		8.4	Procedure Forms