BTS
Training & Consultancy

Writing Effective Policies, Procedures, Specifications & Standards

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Writing Effective Policies, Procedures, Specifications & Standards

Course Summary:

All business activities are governed by writing policy and procedures. Much effort is spent on looking at how to draft documents, and, while this is important, it sometimes overshadows the importance of the Policy or Procedure, and related documents such as Specifications and Standards. The course will look at how these documents are created, and some of the main clauses that appear in them, all using real examples wherever possible. The course will then consider methods to be used in drafting Policy and Procedures, and, in particular, how to avoid ambiguity and uncertainty.

Who Should Attend?

Those who find themselves responsible for leading on, or implementing Policy and Procedures mechanisms in both the public and the private sector, In addition, it will raise the awareness of those who have been allocated potential or specific tasks in maintaining Policy and Procedures but have insufficient time to devote to the subject

Course Objectives:

By the end of this course, delegates will be able to:

- Examine drafting skills, which will be useful tools in all types of documents
- Analyze the clarity of expression in all documents
- Apply knowledge of implications and potential problems with Policy and Procedures
- Illustrate the commercial impact of drafting issues
- Demonstrate ability to reduce risks
- Appraise Policy and Procedures to be more structured and focused on organizational goals
- Examine and Improve overall processes
- Review Policy and Procedures and understand their importance to the organization

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- Appreciate the different roles of documents
- Use drafting skills that will be suitable in a wide range of situations
- Apply their understanding of how Policy and Procedures are developed
- Analyze who needs to be involved in the process of developing such documents
- Manage potential issues in Policy and Procedures and how they relate to other similar documents
- Appraise methods for drafting of work documents
- Appreciate the risk of conflict arising from ambiguity or uncertainty

Course Outline:

Introduction to Policy & Procedure Writing

- Introduction
- Why they are important
- What makes a good Policy
- The structure of Policy and Procedures
- Writing styles
- Incorporation of other documents

The Governance and Roles involved in Policy

- The role of Policy and Procedures
- What needs to be included
- Who needs to be involved
- The review process
- The approval process
- Publication

How to Implement Policy & Procedures

- Review of examples of Policy and Procedures
- Avoiding ambiguity
- Standards –ISO
- Communications

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- How to ensure staff compliance
- Maintenance

Drafting Policy & Procedure

- Drafting guides
- Best practice
- Useful tips
- Effective writing
- Commercials
- Drafting exercises, based on the documents reviewed

Case Studies and Workshops

- Case Studies
- Groups
- Workshop objectives
- Workshop
- Final wrap-up