



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Standard Operating Procedures Implementation And Compliance Training

Services / Transport, Operations and Logistics

Unit Standard 113834 · NQF Level 4 · 9 Credits · 6 Days

COURSE OVERVIEW

This course equips learners with the skills to implement and monitor standard operating procedures (SOPs) within their workplace. Participants will learn to ensure compliance with organisational policies and relevant regulations, fostering a culture of consistency and quality. The training focuses on practical application, enabling delegates to develop, review, and enforce SOPs effectively.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	113834
Accreditation	SAQA Accredited · NQF Level 4 · 9 Credits
Duration	6 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of standard operating procedures to ensure consistency and compliance in workplace processes.
- Analyse existing SOPs to identify gaps, redundancies, or non-compliance issues.
- Implement SOPs effectively by training staff and managing change within the team.
- Monitor and evaluate compliance with SOPs using appropriate tools and techniques.
- Demonstrate the ability to review and update SOPs based on feedback and changing requirements.
- Design a simple SOP for a defined work process, ensuring alignment with organisational objectives.

WHO SHOULD ATTEND

- This course is designed for supervisors, team leaders, quality assurance officers, and any employees responsible for developing, implementing, or monitoring standard operating procedures in their organisation.

COURSE OUTLINE

Day 1: Introduction to Standard Operating Procedures

- What is an SOP? Definition and purpose.
- Regulatory frameworks: SAQA, ISO, and sector-specific requirements.
- Structure of an SOP: title, scope, definitions, responsibilities, procedure, references.
- The role of SOPs in ensuring consistency and compliance.
- Overview of documentation control systems.
- Case studies: SOP failures and successes.

Day 2: Writing and Developing SOPs

- Needs assessment: when is an SOP required?
- Gathering information: interviews, observations, existing documents.
- Writing techniques: active voice, action verbs, logical flow.
- Formatting standards: numbering, version control, approval signatures.
- Review and validation processes.
- Practical exercise: draft an SOP for a simple procedure.

Day 3: Implementation of SOPs

- Implementation planning: timeline, resources, responsibilities.
- Change management principles for SOP rollout.
- Communication strategies: memos, meetings, emails.
- Training methods: on-the-job, classroom, e-learning.
- Monitoring initial compliance and addressing resistance.
- Practical exercise: role-play a training session for an SOP.

Day 4: Monitoring Compliance and Auditing

- Types of monitoring: self-assessment, peer review, formal audit.
- Developing audit criteria based on SOPs.
- Audit process: planning, execution, reporting.
- Root cause analysis of non-conformances.
- Corrective and preventive action (CAPA) plans.
- Practical exercise: simulate an audit using a sample SOP.

Day 5: Continuous Improvement and SOP Management

- SOP lifecycle management.
- Triggers for SOP revision: regulatory changes, process changes, incident reports.
- Version control and document numbering systems.
- Electronic document management systems (EDMS).
- Engaging stakeholders in continuous improvement.
- Practical exercise: revise an existing SOP based on audit findings.

Day 6: Integration and Assessment

- Building a culture of compliance.
- SOPs and risk management.
- Preparing for external audits: evidence, records, interviews.
- Final knowledge assessment (written test).
- Course wrap-up and feedback.

- Action planning for implementation back at work.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **9 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 25,600.00	R 25,600.00
1	In-House	R 33,300.00	R 33,300.00
1	On-Campus (Pretoria)	R 38,400.00	R 38,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	11 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	12 Aug 2026	On-Campus	Mauritius
06 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
07 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	17 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	18 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	18 Aug 2026	On-Campus	Mauritius
12 Aug 2026	19 Aug 2026	On-Campus	Cape Town, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 113834) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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