



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

Company Policies and Procedures Improvement

Business, Commerce and Management Studies / Generic Management

Unit Standard 243267 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to apply, maintain, and continuously improve company policies and procedures within a South African corporate context. Participants will learn to evaluate existing policies, implement improvements, and ensure compliance with relevant legislation and organisational standards.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	243267
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply company policies and procedures in own work context.
- Evaluate the effectiveness of existing policies and procedures against organisational goals.
- Identify areas for improvement in policies and procedures using feedback and data.
- Propose and implement improvements to policies and procedures.
- Monitor and review the impact of changes to ensure continuous improvement.
- Demonstrate compliance with relevant legislative and regulatory requirements.

WHO SHOULD ATTEND

- This course is designed for supervisors, team leaders, managers, and quality assurance personnel responsible for implementing and improving company policies and procedures in their workplace.

COURSE OUTLINE

Day 1: Foundations of Company Policies

- Definition and importance of company policies
- Legal and regulatory requirements (e.g., Labour Relations Act, OHSA)
- Policy hierarchy: policies vs procedures vs work instructions
- Benefits of standardised policies: consistency, risk management, efficiency
- Examples of common policies: code of conduct, leave, procurement

Day 2: Policy Development Process

- Policy lifecycle: initiation, drafting, review, approval, implementation
- Stakeholder identification and engagement strategies
- Writing clear policy statements: scope, objectives, responsibilities
- Formatting standards: headings, numbering, version control
- Case study: drafting a sample policy

Day 3: Procedure Design and Documentation

- Linking procedures to policies
- Process mapping techniques: flowcharts, swimlane diagrams
- Writing procedures: action steps, decision points, roles
- Including forms, templates, and references
- Reviewing procedures for clarity and completeness

Day 4: Implementation and Communication

- Implementation planning: timelines, resources, responsibilities
- Communication channels: memos, intranet, meetings
- Training approaches: workshops, e-learning, on-the-job
- Change management principles
- Monitoring initial adoption

Day 5: Monitoring, Review, and Continuous Improvement

- Key performance indicators for policy compliance
- Audit and review schedules
- Gathering feedback from employees and stakeholders
- Root cause analysis of non-compliance
- Continuous improvement cycle: plan-do-check-act

Day 6: Advanced Topics and Integration

- Cross-functional policy alignment
- Handling policy exceptions and escalations
- Policy management software and document control systems
- Strategic alignment: linking policies to organisational goals
- Case studies of policy integration

Day 7: Practical Application and Assessment

- Group project: analyse an existing policy and propose improvements
- Presentation and feedback session
- Peer review using assessment criteria
- Action planning for implementing changes at work

- Course wrap-up and evaluation

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 **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 29,600.00	R 29,600.00
1	In-House	R 38,500.00	R 38,500.00
1	On-Campus (Pretoria)	R 44,400.00	R 44,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	26 Aug 2026	On-Campus	Durban, 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 243267) 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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