Policy Development and Management

COURSE OUTLINE 2024

About Us
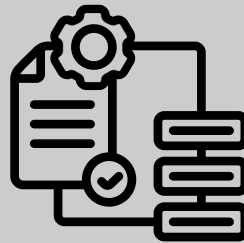
DIGILEAF INC.
Leading Excellence Among Fellows

DIGILEAF Inc. is a solutions provider founded to alleviate the level of service quality awareness and practices in an organization. Its mission is to help businesses achieve organizational excellence through the development of its human resources and leveraging the use of technology in business.

DigiLEAF - Leading Excellence Among Fellows, provides cost effective quality training programs, audit, management, and consulting services. The company is servicing 350+ companies to date.

IAQP | INTERNATIONAL ALLIANCE OF QUALITY PROFESSIONALS

International Alliance of Quality Professionals (IAQP), registered in The Netherlands, was founded in 2009 by representatives of three countries namely, The Philippines, The Netherlands & Iran. The Alliance believes that by sharing policy, information and training, it will be able to strengthen the work of quality professionals embedde in any role in any organization, to foster the good practices in each industry in a specific region and to elevate these to an international level, thus forming best practices that could be replicated in other regions of the world as well.

Policy Development and Management

Pre-requisite: NONE

This course is designed to explain a framework in writing policies/procedures to help policy owners organize their written documentation and to act as a resource as they navigate the approval process. This course is a "how to" guide helpful for those who are responsible in formulating, documenting new policies/procedures or maintaining existing policies/procedures.

Training Objectives

At the end of the course, the participants will be able to:

1. Write policy statements using standard constructs.
2. Apply techniques in writing & reviewing policy/procedure documents.
3. Explain the roles and responsibilities in policy/procedures design
4. Apply the process in designing effective policies/procedures.
5. Tailor a policy framework to meet business needs.

Topics

I. Foundation Setting

a) Definition of Terms
b) Characteristics of Good Policies/ Procedures

II. Policy Framework

III. Architecting Policies – Looking at the bigger picture

IV. Roles and Responsibilities Governing Policies/Procedures

a) Policy Owner
b) Policies/Procedures Writer
c) User

V. Preparation Prior to Writing Policies/Procedures

VI. The Writing Format – Setup and Design Decisions

VII. Effective Writing

a) Usage of Word Meanings
b) Verb Tenses
c) Bias-Free Language
d) Inappropriate Word Selection
e) Composing Paragraphs
f) Grammar
g) Clear Meanings

VIII. Editing Policies/Procedures

a) Editing your own work
b) The Editor Role

IX. Forms and Forms Management

a) Knowledge about Forms
b) Objectives of Forms Management

X. Competencies for Policies/ Procedures Writers

XI. Establishing Policies/ Procedures Program

a) Policies/Procedures Design Process
b) Benefits of Using a Team for Policies/Procedures Work
c) Recommended Cross-Functional Team Membership
d) Policies/Procedures Review Process

XII. Conducting Policy Gap Assessments

XIII. Policy Improvements

XIV. Sample Policies for various industries

FAQs

How much this module cost?

Each module is priced at ₱20,350 (VAT exclusive). Discounts are available for group registrations:
- 3 pax: 15% OFF
- 4-7 pax: 20% OFF
- 8-15 pax: 25% OFF + 1 sit-in
- 16+ pax: 30% OFF + 3 sit-ins

How will the training be conducted?

The training is a combination of synchronous (live online) and asynchronous (self-paced) sessions. The sessions are typically (unless changed) scheduled as follows:
- Synchronous: 1:00 PM to 4:00 PM on scheduled dates
- Asynchronous: 9:00 AM to 3:00 PM on scheduled dates

What is included in the course fee?

The course fee includes:
- Access to the DigiLEAF Learning Management System
- Training materials
- Pre- and post-assessments
- Certificate of completion for each module

What are the responsibilities of participants during the training?

For both public and corporate trainings, participants are expected to:
- Have a laptop available during the exercises.
- Actively participate in discussions and group activities.
- Complete all assignments and pre- and post-assessments to qualify for certification.

Can I access recorded sessions if I miss a synchronous session?

Yes, participants will have access to recorded asynchronous training sessions through DigiLEAF's Learning Management System. You can review these sessions at your convenience.

How can I pay for the training?

Payment can be made via bank transfer or cheque, and details will be provided in the billing statement. The invoice will be sent to the participant's email address after confirmation of registration.

What is the cancellation policy?

If you need to cancel your registration:
- You must inform DigiLEAF at least three working days before the first training day to avoid a 50% cancellation fee.
- Participant substitution is allowed if you notify DigiLEAF at least two business days before the session.

What happens if DigiLEAF cancels the training?

In case DigiLEAF cancels the training, participants will receive a full refund. No cancellation fees will be charged.

Is it possible to reschedule a corporate training?

Yes, corporate training can be rescheduled with at least five working days' notice before the scheduled training date. The rescheduling will depend on the availability of trainers and participants.

Can I see the other Certified Business Process Specialist (CBPS) course outlines?

Of course! You can see them **HERE**.

Get In Touch

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INQUIRE TODAY!

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