



training \* coaching \* competency

ays

**Title of course** Procedure writing  
**Duration of course** 1 day  
**Start and end time** 9:30 – 16:30

### **Introduction**

Accurate written procedures are essential to the running of a business. These procedures, which should be a step-by-step sequence of activities, or course of action, must be clear to the reader.

### **Aim**

This course is intended for personnel who are required to understand the importance of procedures and be able to write them in a logical and comprehensible way for the reader to follow.

### **Course content:**

- ♦ What is a procedure?
- ♦ When do you need a procedure?
- ♦ State your goal
- ♦ How to write a procedure, structure and standardisation
- ♦ Observe any legal and regulatory requirements
- ♦ Understand a good layout
- ♦ Comprehend your audience
- ♦ Writing a procedure that the reader can follow
- ♦ Table of Contents and references
- ♦ Management of change
- ♦ How and when to review and amend
- ♦ The role of procedures in competency

### **Outcomes**

Delegates will be able to understand:

- ♦ the requirement for procedures
- ♦ how to construct and standardise procedures
- ♦ importance of understanding the needs of the reader
- ♦ the significance of a good layout
- ♦ how to review/audit and amendment procedures
- ♦ the impact of change on procedures
- ♦ continuous improvement
- ♦ how procedures impact on competency

**cont....**

For more information please contact: [training@ays-ltd.co.uk](mailto:training@ays-ltd.co.uk)

t: 01569 731064

Training Manager mobile: 07713160632

w: [www.ays-ltd.co.uk](http://www.ays-ltd.co.uk)



training \* coaching \* competency

ays

**Suitable for:** Anyone who may be required to write procedures

**Previous experience required:** None

**Number of delegates:** Min 4 – Max 10

For more information please contact: [training@ays-ltd.co.uk](mailto:training@ays-ltd.co.uk)

t: 01569 731064

Training Manager mobile: 07713160632

w: [www.ays-ltd.co.uk](http://www.ays-ltd.co.uk)