



RISK, COMPLIANCE AND AML TRAINING

Standard Operating Procedures Design and Documentation

3 day course

Classroom, online or in-house

Course overview

A policy sets direction, but a standard operating procedure tells staff exactly what to do, in what order and with what checks, which is why a policy without procedures produces compliant intentions and inconsistent work. This course covers writing them. Delegates work through process mapping that records what happens rather than what is supposed to, procedure structure and the level of detail a competent person actually needs, and writing for the person doing the task rather than for an auditor. Controls, checks and the decision points that need naming are covered. Version control, approval and the review cycle that keeps procedures current follow. Implementation is addressed, since a procedure nobody was trained on changes nothing. The course closes on measuring whether procedures are followed and on the deviations that indicate a bad procedure.

What you will learn

- Map a process as it happens rather than as it is supposed to
- Structure a procedure at the detail a competent person needs
- Write for the person doing the task rather than for an auditor
- Build in controls, checks and named decision points
- Operate version control, approval and a review cycle
- Implement and train so the procedure is actually used
- Measure adherence and recognise when deviation means a bad procedure

Who should attend

- Quality assurance and process improvement officers
- Operations managers and supervisors
- Standard operating procedure writers and technical writers
- Compliance officers overseeing procedural controls
- Training and development coordinators

Course outline

- 01 Compliant intentions, inconsistent work
- 02 Process mapping what actually happens
- 03 Procedure structure and level of detail
- 04 Writing for the doer, not the auditor
- 05 Controls, checks and decision points
- 06 Version control and approval
- 07 Implementation and training
- 08 Measuring adherence and diagnosing bad procedures

Upcoming dates

Dates	Venue	Format	Fee per delegate
14 to 16 October 2026	Harare, Zimbabwe	Classroom	USD 995
16 to 18 December 2026	Online	Online	R6,500
10 to 12 February 2027	Cape Town, South Africa	Classroom	R14,950
17 to 19 March 2027	Dar es Salaam, Tanzania	Classroom	USD 995



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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