

# **COURSE OVERVIEW HM0856 Administrative Procedures & Compliance**

#### **Course Title**

Administrative Procedures & Compliance

#### **Course Reference**

HM0856

# **Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs

#### **Course Date/Venue**

Session(s)	Course Date	Venue
1	May 25-29, 2025	Safir Meeting Room, Divan Istanbul, Taksim, Turkey
2	July 27-31, 2025	Olivine Meeting Room, Fairmont Nile City, Cairo, Egypt
3	November 16-20, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

#### **Course Description**



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants with a detailed and an up-to-date overview of Administrative Procedures & Compliance. It covers the organizational structures, types of administrative systems and the role of documentation in administration; the document life cycle. standard operating procedures (SOPs) and communication protocols; the physical versus digital filing systems and its advantages and disadvantages and record retention policies, file indexing and labeling; the access control mechanisms, breach prevention, archiving methods and record audit preparation; and the administrative compliance. data protection and privacy confidentiality and non-disclosure.



During this interactive course, participants will learn documentation, managing auditor queries and risk management in administration and ethical behavior and professional conduct; the policy types and hierarchy, developing procedures from policies and effective checklists and monitor and evaluating systems; identifying and documenting incidents and corrective and preventive actions (CAPA) and internal reporting and documentation; simulated compliance audit, role-based exercises, scenario planning, root cause identification and presentation of resolutions; and checking individual knowledge and perform practical application evaluation of audit skills and personalized feedback.

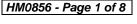
























#### **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain in-depth knowledge on administrative procedures and compliance
- Discuss organizational structures, types of administrative systems and the role of documentation in administration
- Employ document life cycle, standard operating procedures (SOPs) and communication protocols
- Distinguish physical versus digital filing systems and its advantages and disadvantages as well as discuss record retention policies, file indexing and labeling
- Apply access control mechanisms, breach prevention, archiving methods and record audit preparation
- Carryout administrative compliance, data protection and privacy laws, confidentiality and non-disclosure
- Prepare documentation, manage auditor queries and apply risk management in administration and ethical behavior and professional conduct
- Recognize policy types and hierarchy, develop procedures from policies and effective checklists and monitor and evaluate systems
- Identify and document incidents and apply corrective and preventive actions (CAPA) and internal reporting and documentation
- Perform simulated compliance audit, role-based group exercises, scenario planning, root cause identification and presentation of resolutions
- Check individual knowledge and perform practical application test, evaluation of audit skills and personalized feedback

### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes electronic version of the course materials conveniently saved in a Tablet PC.

#### Who Should Attend

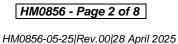
This course provides an overview of all significant aspects and considerations of administrative procedures and compliance for office managers, administrative assistants, compliance managers or officers, executive assistants, secretaries, hr managers, personnel administrators, operations managers, supervisors, financial controllers, budget analysts, QA managers and those who are involved in managing or overseeing administrative functions, ensuring compliance with legal and organizational standards, or supporting operational efficiency.























## **Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course completed a minimum of 80% of the total tuition hours.

#### **Certificate Accreditations**

Certificates are accredited by the following international accreditation organizations: -



# British Accreditation Council (BAC)

Haward Technology is accredited by the British Accreditation Council for Independent Further and Higher Education as an International Centre. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the ANSI/IACET 2018-1 Standard which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET 2018-1 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award 3.0 CEUs (Continuing Education Units) or 30 PDHs (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

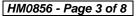
### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.





















## Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM, PMI-ATP is a Senior Human Resource & Management Consultant with over 30 years of teaching, training and industrial experience. His expertise lies extensively in the areas of People Management Essentials, Strategic Recruitment, Interviewing & Selection, Human Capital Asset Management, Human Resource Development, Human Resource Management, Career Development & Succession Planning Strategies, HR Management System, Human Relation Skills & EQ

Intelligence, Project Management, Project Delivery & Governance Framework, Project Management Systems, Project Management Practices, Project Management Disciplines, Project Risk Management Contract Management & Tendering, Tender Development, Contract Standards & Laws, Bidder Selection & Tender Evaluation, Dispute Resolution, and Risk Identification. Further, he is also well-versed in Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Presentation Skills, Problem Solving & Decision Making, Preventive Actions, Situation Analysis, Crisis Management, Decision Making, Strategic Human Resources Management. Change Management. Organizational Development. Management, Situation & Behaviour Analysis, Interpersonal Motivation, Leadership Orientation, Coaching Skills, Negotiation Skills, Strategic Planning, Time Management, Risk Analysis & Risk Management, Stress Management, Inventory Management and Financial Administration. He was the Psychologist & Project Manager wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, ESKOM, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a PhD in Commerce Major in Leadership in Performance & Change, a Master's degree in Human Resource Management, a Bachelor's degree (with Honours) in Industrial Psychology, a National Higher Diploma and a National Technical Diploma in Electrical & Mechanical Engineering. Further, he is a Certified Project Management Professional (PMI-PMP), a Certified Scrum Master Trainer by the VMEdu, a Certified Instructor/Trainer and a Certified Internal Verifier/Assessor/Trainer by the Institute of Leadership & Management (ILM). Moreover, he is a Registered Industrial Psychologist by the Health Professions Council of South Africa (HPCSA), a Registered Educator by the South African Council for Educators (SACE) and a Registered Facilitator, Assessor & Moderator with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

















## **Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures

20% Practical Workshops & Work Presentations30% Hands-on Practical Exercises & Case Studies

20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

# **Course Fee**

Istanbul	<b>US\$ 6,000</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai/Cairo	<b>US\$ 5,500</b> per Delegate + <b>VAT</b> . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

#### **Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0930	Organizational Structures  Hierarchical versus Flat Structures • Departmental Functions and Roles • Reporting Lines and Delegation • Administrative Flow within Organizations
0930 - 0945	Break
0945 -1030	Types of Administrative Systems  Manual versus Automated Systems • Centralized versus Decentralized  Administration • Common Office Management Software • Integration with  Other Corporate Systems
1030 - 1130	Role of Documentation in Administration  Legal and Operational Importance • Documentation as Evidence •  Communication and Continuity • Risk Mitigation through Documentation
1130 - 1230	Document Life Cycle Creation and Classification • Approval and Distribution • Storage and Retrieval • Archiving and Disposal
1230 - 1245	Break
1245 – 1330	Standard Operating Procedures (SOPs) Importance of SOPs • Structure of a Good SOP • Reviewing and Updating SOPs • Ensuring SOP Compliance





















1330 - 1420	Communication Protocols  Formal versus Informal Communication • Internal Memo Writing • Email Etiquette and Standards • Communication Logs and Records
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

Day 2

sus Digital Filing Systems
nd Disadvantages • Transitioning from Paper to Digital • Hybrid
Storage Security
ition Policies
gulatory Requirements • Timeframes for Different Document
uction Procedures • Retention Logs and Controls
& Labeling
Conventions • Classification Codes and Categories • Metadata
Systems • Labeling for Quick Retrieval
andling
ol Mechanisms • Secure File Transfer Protocols • Handling
a • Breach Prevention
d Disposal
ethods (Cloud, Physical) • Accessing Archived Records • Secure
echniques • Legal Compliance in File Disposal
it Preparation
ists for Records • Reconciling Document Trails • Tracking
Preparing Audit-Ready Reports
urse Overview, the Instructor(s) will Brief Participants about the
vere Discussed Today and Advise Them of the Topics to be
norrow
of Day Two

Day 3

Duy 0	
	Defining Administrative Compliance
0730 - 0830	What is Compliance? • Key Compliance Areas in Administration • Internal
	versus External Compliance • Impact of Non-Compliance
	Data Protection & Privacy Laws
0830 - 0930	Overview of GDPR and Similar Laws • Personal Data Handling • Employee
	Confidentiality • Reporting Data Breaches
0930 - 0945	Break
	Confidentiality & Non-Disclosure
0945 - 1100	Legal and Ethical Implications • Drafting Confidentiality Agreements •
	Restricted Access Protocols • Handling Whistleblower Scenarios
	Audit Readiness
1100 - 1230	Preparing Documentation • Internal Review Practices • Managing Auditor
	Queries • Corrective Action Planning
1230 - 1245	Break





















1245 – 1330	Risk Management in Administration Identifying Compliance Risks • Risk Mitigation Plans • Internal Control Mechanisms • Incident Reporting Systems
1330 - 1420	Ethical Behavior & Professional Conduct  Code of Conduct Overview • Conflict of Interest Policies • Workplace Ethics  Training • Ethical Decision-Making Models
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4	
_	Understanding Organizational Policies
0730 - 0830	Policy Types and Hierarchy • Policy Communication Methods • Employee
	Awareness Strategies • Policy Enforcement Techniques
	Developing Procedures from Policies
0830 - 0930	Translating Policy into Practice • Step-by-Step Procedure Writing •
	Responsibility Assignment • Approval and Dissemination
0930 - 0945	Break
	Compliance Checklists & Tools
0945 - 1100	Developing Effective Checklists • Using Digital Checklist Tools • Tracking
	Checklist Completion • Audit Trail Maintenance
	Monitoring & Evaluation Systems
1100 – 1230	Key Performance Indicators (KPIs) • Real-Time Tracking Mechanisms •
	Reporting Tools and Dashboards • Compliance Scorecards
1230 - 1245	Break
	Handling Non-Compliance
1245 - 1330	Identifying and Documenting Incidents • Disciplinary Procedures • Corrective
	and Preventive Actions (CAPA) • Legal Ramifications
	Internal Reporting & Documentation
1330 - 1420	Standard Formats for Reports • Reporting Timelines and Protocols • Escalation
	Procedures • Documenting Compliance Efforts
	Recap
1420 - 1430	Using this Course Overview, the Instructor(s) will Brief Participants about the
1420 1430	Topics that were Discussed Today and Advise Them of the Topics to be
	Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5

_	Compliance Case Study Analysis
0730 - 0930	Real-World Examples • Lessons Learned • Group Discussion • Solutions
	Brainstorming
0930 - 0945	Break
	Simulated Compliance Audit
0945 - 1100	Audit Role-Play Setup • Checklist Application • Reporting Findings • Feedback
	and Improvement Areas
	Team Compliance Scenarios
1100 - 1230	Role-Based Group Exercises • Scenario Planning • Root Cause Identification •
	Presentation of Resolutions
1230 - 1245	Break





















	Interactive Q&A & Debrief
1245 - 1300	Clarification of Course Topics • Learner Questions and Challenges • Facilitator
	Feedback • Knowledge Reinforcement
	Compliance Readiness Assessment
1300 - 1345	Individual Knowledge Check • Practical Application Test • Evaluation of Audit
	Skills • Personalized Feedback
	Course Conclusion
1345 - 1400	Using this Course Overview, the Instructor(s) will Brief Participants about the
	Course Topics that were Covered During the Course
1400 - 1415	POST-TEST
1415 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course

<u>Practical Sessions</u>
This practical and highly-interactive course includes the following real-life case studies:-



<u>Course Coordinator</u> Mari Nakintu, Tel: +971 2 30 91 714, Email: <u>mari1@haward.org</u>

















