

**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 laws, 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; the simulated compliance audit, role-based group exercises, scenario planning, root cause identification and presentation of resolutions; and checking individual knowledge and perform practical application test, 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: -

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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.

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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, Career 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 Presentations
- 30% 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	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Organizational Structures</b> <i>Hierarchical versus Flat Structures • Departmental Functions and Roles • Reporting Lines and Delegation • Administrative Flow within Organizations</i>
0930 – 0945	<i>Break</i>
0945 -1030	<b>Types of Administrative Systems</b> <i>Manual versus Automated Systems • Centralized versus Decentralized Administration • Common Office Management Software • Integration with Other Corporate Systems</i>
1030 – 1130	<b>Role of Documentation in Administration</b> <i>Legal and Operational Importance • Documentation as Evidence • Communication and Continuity • Risk Mitigation through Documentation</i>
1130 - 1230	<b>Document Life Cycle</b> <i>Creation and Classification • Approval and Distribution • Storage and Retrieval • Archiving and Disposal</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<b>Standard Operating Procedures (SOPs)</b> <i>Importance of SOPs • Structure of a Good SOP • Reviewing and Updating SOPs • Ensuring SOP Compliance</i>





1330 - 1420	<b>Communication Protocols</b> <i>Formal versus Informal Communication • Internal Memo Writing • Email Etiquette and Standards • Communication Logs and Records</i>
1420 - 1430	<b>Recap</b> <i>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</i>
1430	<i>Lunch &amp; End of Day One</i>

**Day 2**

0730 - 0830	<b>Physical versus Digital Filing Systems</b> <i>Advantages and Disadvantages • Transitioning from Paper to Digital • Hybrid Models • File Storage Security</i>
0830 - 0930	<b>Record Retention Policies</b> <i>Legal and Regulatory Requirements • Timeframes for Different Document Types • Destruction Procedures • Retention Logs and Controls</i>
0930 - 0945	<i>Break</i>
0945 - 1100	<b>File Indexing &amp; Labeling</b> <i>File Naming Conventions • Classification Codes and Categories • Metadata Use in Digital Systems • Labeling for Quick Retrieval</i>
1100 - 1230	<b>Secure File Handling</b> <i>Access Control Mechanisms • Secure File Transfer Protocols • Handling Sensitive Data • Breach Prevention</i>
1230 - 1245	<i>Break</i>
1245 - 1330	<b>Archiving and Disposal</b> <i>Archiving Methods (Cloud, Physical) • Accessing Archived Records • Secure Destruction Techniques • Legal Compliance in File Disposal</i>
1330 - 1420	<b>Records Audit Preparation</b> <i>Audit Checklists for Records • Reconciling Document Trails • Tracking Modifications • Preparing Audit-Ready Reports</i>
1420 - 1430	<b>Recap</b> <i>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</i>
1430	<i>Lunch &amp; End of Day Two</i>

**Day 3**

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





1245 – 1330	<b>Risk Management in Administration</b> Identifying Compliance Risks • Risk Mitigation Plans • Internal Control Mechanisms • Incident Reporting Systems
1330 - 1420	<b>Ethical Behavior &amp; Professional Conduct</b> Code of Conduct Overview • Conflict of Interest Policies • Workplace Ethics Training • Ethical Decision-Making Models
1420 – 1430	<b>Recap</b> 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**

0730 – 0830	<b>Understanding Organizational Policies</b> Policy Types and Hierarchy • Policy Communication Methods • Employee Awareness Strategies • Policy Enforcement Techniques
0830 - 0930	<b>Developing Procedures from Policies</b> Translating Policy into Practice • Step-by-Step Procedure Writing • Responsibility Assignment • Approval and Dissemination
0930 – 0945	Break
0945 – 1100	<b>Compliance Checklists &amp; Tools</b> Developing Effective Checklists • Using Digital Checklist Tools • Tracking Checklist Completion • Audit Trail Maintenance
1100 – 1230	<b>Monitoring &amp; Evaluation Systems</b> Key Performance Indicators (KPIs) • Real-Time Tracking Mechanisms • Reporting Tools and Dashboards • Compliance Scorecards
1230 - 1245	Break
1245 – 1330	<b>Handling Non-Compliance</b> Identifying and Documenting Incidents • Disciplinary Procedures • Corrective and Preventive Actions (CAPA) • Legal Ramifications
1330 - 1420	<b>Internal Reporting &amp; Documentation</b> Standard Formats for Reports • Reporting Timelines and Protocols • Escalation Procedures • Documenting Compliance Efforts
1420 – 1430	<b>Recap</b> 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 Four

**Day 5**

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





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

**Practical Sessions**

This practical and highly-interactive course includes the following real-life case studies:-



**Course Coordinator**

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