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COURSE BROCHURE

# Human Resources Policy Manual and Procedure Drafting Training Course

26 – 30 September 2027
Kuala Lumpur

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# Human Resources Policy Manual and Procedure Drafting Training Course

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Human Resources Policy Manual and Procedure Drafting is a 1-week training course for human resources officers and policy writers who turn employment practice into written rules, ending with a drafted people policy pack covering leave, attendance and grievance. Workforces change faster than handbooks, and unclear people rules invite disputes and uneven treatment. Jupiter Prime Training delivers this course on Human Resources Policy Manual and Procedure Drafting.

## Why Human Resources Policy Manual and Procedure Drafting Matters Now

Hybrid working, a more mobile workforce and closer scrutiny of fair treatment are pushing employers to rewrite their people rules. Employees expect answers on leave or a grievance without asking a manager. An organisation with a coherent manual resolves cases faster, defends decisions with evidence and onboards staff with less confusion; one with patchy, outdated rules faces inconsistent rulings, appeals and lost trust. The course rests on the applicable employment legislation and on recognised good practice in employee relations, both described in general terms.

## Who Gains Most from Human Resources Policy Manual and Procedure Drafting

- Human resources officers who answer employee queries and keep the employee handbook current
- Employee relations specialists who run disciplinary, grievance and absence cases
- Human resources business partners who translate line manager needs into written rules
- Reward and benefits officers who document leave, allowance and overtime entitlements
- Internal communications and compliance staff who publish and track people documents

A human resources department rebuilding its handbook gains most when its officers and business partners attend together.

## Human Resources Policy Manual and Procedure Drafting Capabilities

Participants practise turning employment intent into entitlement clauses, eligibility rules and step-by-step casework routes that line managers can follow.

- Design a people policy hierarchy separating principles, rules and casework steps — handbook owners
- Specify scope, eligibility and entitlement clauses for leave and attendance rules — payroll and line managers
- Apply plain-language drafting to disciplinary and grievance wording — employees and representatives
- Build swimlane procedure maps for absence, onboarding and exit cases — human resources officers
- Communicate draft rules through staff consultation and manager briefings — employee voice forums
- Assess version history, review cycles and acknowledgement records — internal audit and leadership

## Key Human Resources Policy Manual and Procedure Drafting Terms

- Policy hierarchy — The ordered layers of a people manual, from guiding principles to rules, procedures and forms.
- Entitlement clause — The sentence stating who receives a benefit or right, how much and under which conditions.
- Eligibility rule — A condition, such as length of service or contract type, deciding whether an employee is covered.
- Casework procedure — The ordered steps a human resources officer and manager follow to handle a single employee case.
- Employee acknowledgement — A recorded confirmation that an employee has received and read a published people rule.
- Review cycle — The fixed interval and trigger events at which a people document is checked, revised and reissued.

## Human Resources Policy Manual and Procedure Drafting Day by Day

### Day 1: Mapping the People Rulebook

- Employee Lifecycle Inventory — Which Hiring-to-Exit Stages Need Written Rules
- Policy Hierarchy Model — Separating Principles, Rules, Procedures and Forms
- Gap Analysis of Existing Handbook — Retiring, Merging or Rewriting Old Rules
- Employment Legislation Touchpoints — Where Statutory Minimums Shape Wording
- Ownership Matrix for People Documents — Who Drafts, Approves and Maintains

### Day 2: Drafting Entitlements and Eligibility

- Scope and Eligibility Statements — Covering Contract Types and Service Length
- Leave and Attendance Clauses — Accrual, Carry-Over and Notification Rules
- Allowances and Overtime Wording — Consistent Payroll Treatment Across Sites
- Flexible and Hybrid Working Rules — Balancing Business Cover and Employee Choice
- Discretion and Exception Clauses — Limiting Manager Interpretation Fairly

## Day 3: Plain Language for Sensitive Cases

- Plain-Language Sentence Patterns — Readable Rules for Every Literacy Level
- Disciplinary Rule Wording — Proportionate Sanctions and Fair Hearing Steps
- Grievance and Appeal Clauses — Timelines, Escalation and Impartial Review
- Conduct and Anti-Harassment Statements — Defining Unacceptable Behaviour Clearly
- Readability Testing With Sample Employees — Confirming Wording Is Understood

## Day 4: Casework Routes and Consultation

- Swimlane Procedure Maps — Absence, Onboarding and Exit Case Handling
- Forms, Letters and Templates — Standard Records Supporting Each Casework Step
- Staff Consultation and Employee Voice — Testing Draft Rules Before Approval
- Manager Briefing Packs — Applying New People Rules Consistently
- Version Control and Acknowledgement Tracking — Proving Who Received Which Edition

## Day 5: Practising the People Policy Pack

- Peer Review of Entitlement Drafts — Applying Day Two Eligibility Checks
- Casework Map Walk-Through — Testing Procedure Steps Against Real Scenarios
- Readability and Fairness Audit — Applying Plain-Language and Sanction Tests
- Review Cycle and Policy Health Measures — Planning Reissue Triggers
- Drafted People Policy Pack — Leave, Attendance and Grievance Rules With Procedures

## Applying Human Resources Policy Manual and Procedure Drafting After the Course

- Run a handbook gap analysis against the employee lifecycle inventory and agree which people rules to rewrite first.
- Lead a staff consultation round on one redrafted leave or grievance rule, using the readability test and manager briefing pack.

## Human Resources Policy Manual and Procedure Drafting Questions FAQ

### What is Human Resources Policy Manual and Procedure Drafting and why does it matter now?

It is the practice of writing the people rules and casework steps an organisation applies to employees. Hybrid working and scrutiny of fair treatment make clear wording essential.

### Which roles gain most from Human Resources Policy Manual and Procedure Drafting?

Human resources officers, employee relations specialists and business partners gain most. Reward and communications staff who publish people documents also benefit.

## How does Human Resources Policy Manual and Procedure Drafting differ from general policy writing?

It focuses only on employment rules. General policy writing courses cover any corporate document, while this one works on entitlements, eligibility, disciplinary and grievance wording, consultation with employees and acknowledgement tracking.

## What do you bring back from Human Resources Policy Manual and Procedure Drafting?

You bring back a drafted people policy pack. It holds leave, attendance and grievance rules with casework maps, templates and a review cycle.

## Human Resources Policy Manual and Procedure Drafting: The Way Forward

The drafted people policy pack first informs which handbook rules leadership approves for reissue. Human resources officers use it to answer queries and line managers apply its casework maps. After the first cases run under the new wording, revisit eligibility and discretion clauses to see where managers still read the rules differently.