



# African Governance and Leadership Institute of Corporate Directors

## Guiding Governance and Leadership Excellence in Africa

### **Welfare Administration, Policy Analysis, and Governance Training**

#### **TRAINING OVERVIEW**

Welfare administration course streamlines funeral benefits, Medicare/medical aid, and foreign travel coverage by establishing structured policy frameworks to manage risks, costs, and compliance. Key aspects of this training include processing turnaround times, repatriation services, and strict document verification (IDs, burial orders). Proper policy drafting requires identifying beneficiaries, defining waiting periods, and mitigating risks. Other Key focus areas include employee benefits administration, regulatory compliance, and policy formulation for bereavement and travel.

A Human Resource Public Administration Policy Analysis and Governance course equips professionals with skills to design, analyze, and implement welfare administrative policies while managing human capital effectively. Core modules focus on policy formulation, implementation challenges, HR planning, and performance management to enhance this public service delivery.

All recent efforts to streamline public administration have given rise to the need for standard policies and guidelines across public sector organisations. Formulating policies is not the only step that could make a positive difference to public administration. Instead, the processes that follow policy formulation are of utmost importance for achieving the policy's objectives of welfare administration. Policies are directives, laws, regulations, and programs developed by public sector organisations to solve specific problems. Shaping welfare-related policy involves strategic planning as well as complex negotiations and interactions. Policy analysis is a systematic process for civil servants and other public sector officials to examine and evaluate governance and welfare administration existing problems, devise solutions, create policies, and implement them across the organisation.

This Welfare Administration, Policy Analysis and Governance Training, organised by AGLIoCD, will empower you with thorough knowledge and comprehensive information on end-to-end welfare administration, the welfare policy process, and implementation, from identification to the outcome. Undertaking this Administration, Policy Analysis and Governance Training will give you the necessary experience and exposure to play an important role in the successful implementation of welfare policy, so that employees of your organisation identify with the policy and follow it effectively, resulting in the desired outcomes defined at the start.

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### **Training Methodology**

This AGLIoCD Talent Solutions training is delivered in different formats, depending on the training audience. The primary training content is delivered through face-to-face interactions and presentations. The training also includes group discussions, experience sharing, assignments, questionnaires, contests, etc., to foster two-way participation and active interest during the training. To enhance the relevance of the training content to their role at the workplace, trainees are encouraged to share personal challenges they face related to policy analysis, development, and implementation, and the trainer discusses possible best practices and solutions in response to these. Like all AGLIoCD Talent Solutions trainings, it follows our Do–Review–Learn–Apply Model.

### **Policy Drafting Objectives & Key Areas:**

- **Funeral Benefits & Bereavement Policy:**
  - Objective: Define a uniform, fair, and consistent approach to staff/family death, covering permanent, temporary, and contracted staff.
  - Components: Include funeral benefits (e.g., wreath/card), paid time off, and notification procedures.
  - Protection: Include automatic protector benefits (e.g., lower premium/reduced cover) if premiums are missed.
- **Medical Aid/Medicare & Benefits:**
  - Objective: Define, manage, and monitor medical scheme membership and administration, including compliance with regulatory standards.
  - Coverage Limits: Ensure clarity on benefits, such as 90-day emergency medical cover outside SA.
  - Excluded Treatment: Explicitly state what is not covered (e.g., elective treatment, pre-existing conditions).
- **Foreign Travel Policy:**
  - Objective: Ensure fair, economical, and transparent travel, aligning with travel & expense (T&E) procedures to stay within 2% of operational budgets.
  - Content: Define pre-travel procedures, including vaccinations, security assessment, and currency considerations.
  - Costs: Outline, approve, and reimburse reasonable expenses, avoiding fraudulent claims.
- **Policy Drafting Objectives:**
  - Uniform Application: Apply policies across the entire organization.
  - Compliance: Adhere to national legislation (e.g., PFMA).
  - Efficiency: Use data and feedback from the previous 6 years to update policies.
  - Security & Continuity: Include provisions for travel risk management

### **Key Welfare Administration Components**

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- **Funeral Benefits:** Policies often cover the principal member, spouse, and children, with benefits
- Services typically include basic funeral arrangements, repatriation of the deceased within, and cash payouts.
- **Medicare & Health Insurance:** Administration involves managing insurance policies, ensuring compliance with Financial Sector Conduct Authority (FSCA) regulations, and identifying beneficiaries.
- **Foreign Travel & Repatriation:** Policies frequently include repatriation benefits for deaths occurring more than 100km from the residence, including international or regional transit.
- **Policy Drafting & Compliance:** Effective policies define scope and outline the claims process. The state official and provisional official funeral outlines state-assisted funeral procedures.
- **Documentation:** Required documents include a certified ID copy, death certificate, and bank details.

### **Who Should Attend?**

- **HR Managers & Practitioners:** Crucial for understanding employee benefits and administering funeral policies.
- **Policy & Policy Development Officers:** Necessary for drafting, reviewing, and approving travel and funeral protocols.
- **Administrative Officers/Assistants:** Responsible for implementing travel bookings and assisting with bereavement logistics.
- **Finance/Procurement Staff:** Involved in the financial aspects of travel and benefits

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### Course Outline

#### **Module 1: Funeral Administration & Documentation:**

- Handling "First Call" procedures: Taking initial information from families with compassion.
  - Documentation Management: Preparing death certificates, burial-transit permits, and cremation authorizations.
  - Record Keeping: Maintaining accurate logs for funeral arrangements, caskets, and remains.
  - Compliance: Understanding legal, regulatory, and ethical requirements.
  - Funeral Benefits & Financial Management
  - Funeral Benefit Administration: Managing the payment process for funeral costs for members, spouses, and children.
  - Insurance & Claims Handling: Processing funeral insurance policies, claims, and understanding FAIS (Financial Advisory and Intermediary Services) requirements.
  - Invoicing & Financial Services: Managing deceased estates, providing estimates, and handling payments.
- **Operations & Logistics Planning:**
- Funeral Arrangement Planning: Coordinating with families to plan ceremonies, including traditional and cremation services.
  - Logistics & Scheduling: Managing transport of remains, funeral vehicle scheduling, and coordinating with cemeteries or crematoriums.
  - Marketing & Customer Care: Dealing with client complaints, merchandising, and funeral service marketing.
- **Soft Skills & Support:**
- Bereavement Support: Understanding grief models and offering compassionate care to families.

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