Western Cape Government

Department of the Premier

CORPORATE SERVICES CENTRE
CHIEF DIRECTORATE ORGANISATION DEVELOMENT

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REFERENCE: 3/1/2/1 (Social Development)
ENQUIRIES: J Boonzaaier

Dr. R Macdonald
Head of Department: Social Development

WESTERN CAPE DEPARTMENT OF SOCIAL DEVELOPMENT: DIRECTORATE: SPECIAL PROGRAMMES, SUB PROGRAMME: CHILDREN IN CONFLICT WITH THE LAW

The letter via the Office of the Director-General regarding the "identification of Critical Key Citizen-Centric Business Process for continuous improvement" dated 17 January 2012 refers.

Inputs received from your Department prioritised the Children in conflict with the Law as one of the priority services. The **Standard Operational Procedure: Children in conflict with the Law** was then developed in collaboration with the Director: Special Programmes (Mr. Mzukisi Gaba) who is the Process Owner, as well as the relevant employees. The Process Owner was consulted on the draft Standard Operational Procedure; all inputs were consolidated after which the latter has signed-off the Certificate of Acceptance.

It should be noted that the Process Owner, assisted by the relevant Component employees, are responsible for the implementation, performance monitoring and continuous improvement of the processes as contained in the attached Standard Operational Procedure.

For assistance to continuously improve the relevant processes please do not hesitate to contact Ms. T Pretorius at 021 466 9556 or Tersia.Pretorius@westerncape.gov.za.
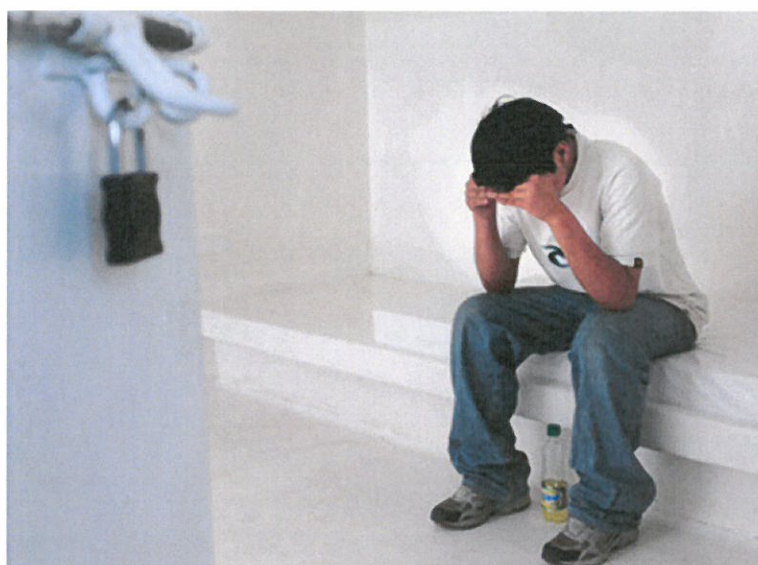
Kind Regards

MS. L ESTERHUYSE

CHIEF DIRECTOR: ORGANISATION DEVELOPMENT

DATE: 10/12/13

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DEPARTMENT OF THE PREMIER

Standard Operational Procedure
Children in conflict with the Law

Department: Social Development

Directorate: Special Programmes

Crime Prevention and Support

File Reference Number: 3/1/2/1 (Social Development)

Electronic Reference Number: 20131209-6228

Date: December 2013

STANDARD OPERATIONAL PROCEDURE (SOP):
Department of Social Development

SOP Group(s):	Children in conflict with the Law			
Type:	**Regulation**		**Policy**	
	Guideline		**Procedure**	
Relevant Legislation, policies, Documents/Manuals/Handbooks Systems	- Constitution of the Republic of South Africa, No 108 of 1996; contains the Bill of Rights (section 27 (1) (c), section 28, section 41 (Chapter 3) - The Children's Act, No 38 of 2005 - Prevention and Treatment Act, No 70 of 2008 - The Promotion of Administrative Justice Act, No 3 of 2000 - The Promotion of Access to Information Act, No 2 of 2000 - Probation Services Act 35 of 2002 - Child Justice Act, No 75 of 2008 - Children's Act, No 41 of 2007 - Public Finance Management Act 29 of 1999 - White Paper on Transforming Public Service Delivery (Batho Pele), 1997 - Code of Conduct for Public Servants, 2002 - Non-Profit Organisations Act, No 7 of 1997 - Treasury Regulations - Social Assistance Act, No 59 of 1992 and No 13 of 2004 - The Drugs and Drug Trafficking Act, No. 140 of 1992 - The Prevention of Organised Crime Act, No. 121 of 1998 - The Prevention and Treatment of Drug Dependency Act, No 20 of 1992 - Operational Framework for Strategic Directive: Provincial Strategic Objective #8: Promoting Social Inclusion and Reducing Poverty, November 2011 - Provincial Government of the Western Cape Records Management Policy - National Archives and Records Service of South Africa, No 43 of 1996 - Probation Service Manual			

SOP Reference and Version No:	First Draft.			
Certification of Due process:	_____ _____			
	Delegated Authority Date			
Approval Date		**Commencement Date**		**Review Date**	

REVISION HISTORY:

Revision Ref No.	Approved/ Rescinded	Date	Authority	Resolution Number or Minutes Reference

1.0 Intent	Promoting a standard, uniform and consistent approach to administer children in conflict with the law within the Children Cycle relating to Social and Community Development Services.
2.0 Scope	Children in Conflict with the law pertaining to Social and Community Development Services, relevant to the Children Cycle, addressing: - Assessment of case; - Allocation of case; - Conduct consultation interview; - Conduct investigation; and - Attend court proceedings

	Exclusions to the scope include the processes/sub-processes performed solely by Non-governmental Organisations, Community Based Organisations, and Faith-Based Organisations as well as processes/sub-processes performed by other Governmental institutions, *inter-alia* Department of Health; Department of Justice and Constitutional Development, South African Police Services and Department of Education.
3.0 Objective(s)	To provide a standard process when children are in conflict with the Law aligned to policies, legislation and documents relevant to the functions of the Department of Social Development.
4.0 Definitions and Acronyms	**Definitions:** **Child:** A child means a person under the age of 18 years. For the purpose of the application of this guide, a child is any person under the age of 18 years whether that person is a South African citizen or not. Any reference to a child includes a foreign child who is found in the Republic. A child can also refer to a person older than 18 years, but younger than 21 years whose matter is dealt with in terms of Section 4 (2) of the Child Justice Act, 2008. **Child and youth care centre:** Refers to a place of safety where a child is confined prior to sentencing or after sentencing of a child. **Child justice court:** Means any court provided for the Criminal Procedure Act, dealing with the bail application, plea, trial or sentencing of a child. **Children's court:** Means the court established under Section 42 of the Children's Act and is a court of record with similar status to a magistrate's court at district level. **A child protection order:** A child protection order prohibits the person against whom the order is made from committing any acts of domestic violence or from getting any other person to commit such acts against the victim (child) of the abuse. **Early intervention services/Family preservation Programme:** An order subjecting a child, a parent or care-giver of a child, or any person holding parental responsibilities and rights in respect of: • early intervention services; • a family preservation programme; • early intervention services and a family preservation pro-gramme. **Juvenile:** Refers to a child between the ages of 13 and 18 years. **Youth:** Refers to persons under the age of 35 years. **Guardian:** Means a parent or other person who has guardianship of a child.

Neglect:
Means a failure to exercise parental responsibilities to provide for a child's basic physical, intellectual, emotional or social needs.

Parent:
Refers to the biological father or mother of a child, or adoptive parent of a child.

Temporary safe care:
Means care of a child in an approved child and youth care centre, shelter or private home or any other place, where the child can safely be accommodated pending a decision or court order concerning the placement of the child, but excludes care of a child in a prison or police cell.

Community based services:
Refers to accessible specialised treatment within communities.

Family:
A family is a group of persons united by the ties of marriage, blood, adoption or cohabitation, characterised by a common residence or not, interacting and communicating with one another in their respective family roles, maintaining a common culture and governed by family rules. The definition is in line with the African Plan of Action for Families in Africa, which delineates three dimensions of the family as a unit.

The family as:
- A psycho-biological unit where members are linked together by blood ties, kinship relationship, personal feelings, and emotional bonds of its members;
- A social unit where members live together in the same household and share tasks and social functions;
- And a basic production unit.

Reunification:
A process of empowering and supporting parents, extended family and children in care, which aims at enabling those children to be reunited with their family and/or community of origin.

Child protection services:
Child protection services aim to safeguard the well-being of children. Protection services include prevention and early intervention services and are usually provided within the context of a legislative and/or strategy framework and include statutory services. These empower designated people or institutions to take specific actions that are deemed necessary to protect the integrity and well-being of the child within the social context of the family and community. Protective services work towards having families, children and individuals living in a safe and nurturing environment where their rights are promoted and their well-being is ensured.

Parent:
A parent means a father or mother of a child and includes the adoptive parent of a child.
Section 1 of the Act states that a parent in relation to a child excludes:

- The biological father of a child conceived through the rape of or incest with the child's mother.
- Any person who is biologically related to a child by reason only of being a gamete donor for purposes of artificial fertilisation.
- A parent whose parental responsibilities and rights in respect of a child have been terminated.

Foster parent:
A foster parent means a person who has foster care of a child by order of the children's court, and includes an active member of an organisation operating a cluster foster care scheme and who has been assigned responsibility for the foster care of a child. A foster parent has a status of a caregiver and not a parent and cannot act as a guardian of a foster child.

Guardian:
A guardian is a parent or other person who has guardianship of a child. A parent or guardian of a child has a duty in terms of section 18(3) of the Act, to:
- Administer and safeguard the child's property and property interests.
- (b) Assist or represent the child in administrative, contractual and other legal matters, or
- (c) Give or refuse any consent required by law in respect of the child, including;
  - (i) Consent to the child's marriage.
  - (ii) Consent to the child's adoption.
  - (iii) Consent to the child's departure or removal from the Republic of South Africa.
  - (iv) Consent to the child's application for a passport.
  - (v) Consent to the alienation or encumbrance of any immovable property of the child.

In South Africa, guardianship of a child may only be awarded by the High Court. It would be desirable to have this function devolved to lower courts, but that will be proposed in the review of the Children's Act.

Care:
Care in relation to a child, includes, where appropriate:
- Within available means, providing a child with;
  - (i) A suitable place to live.
  - (ii) Living conditions that are conducive to the child's health, well-being and development.
  - (iii) The necessary financial support.
- Safeguarding and promoting the well-being of the child.
- Protecting the child from maltreatment, abuse, neglect, degradation, discrimination, exploitation and any other physical, emotional or moral harm or hazards.
- Respecting, protecting, promoting and securing the fulfilment of, and guarding against any infringement of, the child's rights set out in the Bill of Rights and the principles set out in the Children's Act.
- Guiding, directing and securing the child's education and upbringing, including religious and cultural education and upbringing, in a manner appropriate to the child's age, maturity and stage of development.

	• Guiding, advising and assisting the child in decisions to be taken by the child in a manner appropriate to the child's age, maturity and stage of development. • Guiding the behaviour of the child in a humane manner. • Maintaining a sound relationship with the child. • Accommodating any special needs that the child may have. • Generally, ensuring that the best interests of the child is the paramount concern in all matters affecting the child. **Acronyms:** **MEC** Member of Executive Council **HoD** Head of Department **CD** Chief Director **NPO** Non-Profit Organisation **NCPR** National Child Protection Register **MRC** Medical Research Counsel **SLA** Service level agreement **MoU** Memorandum of Understanding **CYCC** Children and Youth Care Centre **SAPS** South Africa Police Services
5.0 Principles	**5.1 Principles:** **Program for children in conflict with the law:** • Referrals are received telephonically by fax, by e-mail or form from SAPS, or Magistrate Courts (Department of Justice and Constitutional Development). • Executing interventions in an orderly, ethical, economical, efficient and effective manner. • Complying with all applicable legislation and guidelines. • Treatment services must be holistic and assist individual and families with services to meet needs.
6.0 Roles and Responsibility	**SAPS:** • Detain suspected child offender. • Ensure that dignity and wellbeing of the child is protected at all times. • Ensure that the child make's a sworn statement or declares under oath what has happened. • Provide details of legal representation if necessary. • If the child is detained, he or she must be kept separately from other detained persons over the age of 18 years, to be held in the same holding cell cells as his / her own sex, as well as the right to be treated and kept in conditions that are suitable for his or her age. **Intake Social Worker (Probation Officer):** • Conducts assessment of cases. • Conducts motivational counseling. • Refers the Client to a Social Worker or appropriate official/body for assistance. **Social Worker (Probation Officer):** • Attends to reported case at SAPS. • Assists the Client regarding the relevant issue. • Conduct relevant investigations pertaining to the case.

- Continuously consult with the Client, and biological parent(s)/Guardian.
- Conduct home visits, if needed or required by case.
- Execute relevant administrative procedures related to relevant case.
- Attends court proceedings, if required.
- Refers Client to a CYCC, Rehabilitation Centre, or Home-based Program.
- Updates Probation Register.
- Closes case when necessary actions has been taken pertaining to the case.

Social Worker Supervisor:

- Conducts assessment of cases.
- Issues cases to relevant official for assistance.
- Monitor process of cases.
- Manage administrative processes regarding cases.
- Signs off revenant cases, where needed.

MEC responsibility:

Prevention and Early Intervention services:

- The Minister must, in consultation with key stakeholders facilitate the establishment of Programmes for prevention of substance abuse.
- The Minister must facilitate the establishment of Programmes for early intervention to identify and treat potentially harmful substance abuse use prior to onset of addiction.

Support for services delivered by Service Providers:

- The Minister may provide funds appropriated from parliament.
- The Minister must prescribe conditions for receiving of financial assistance.

Community Based Services:

- The Minister must develop guidelines for the establishment of community based services.
- The Minister may develop an integrated provincial strategy for Community based Service.

Inpatient and Outpatient services:

- The Minister to ensure that at least one treatment Centre in Province – Each treatment center must offer inpatient and outpatient treatment services and registered with government for conditionally 12 months.
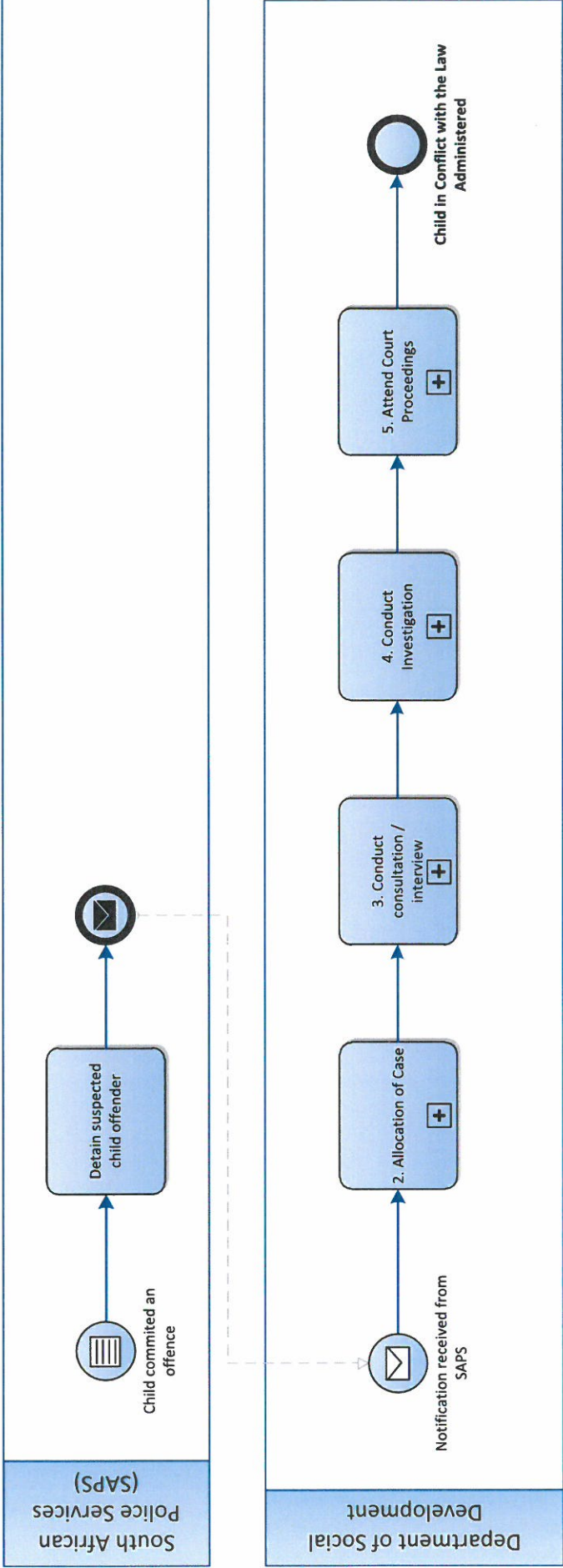
Registry:

- Open file in accordance with Records Management policies and documents.
- File correspondence.

	• Storage and safeguarding of records.
7.0 Accountability and Authority:	**7.1 Implementation:** • With effect from **1 January 2014**. This SOP and related annexures constitutes a living document that requires to be reviewed and updated (if necessary) on an annual basis, in order to remain current. **7.2 Compliance:** • Daily checks to be conducted. **7.3 Monitoring and Evaluation:** • Daily checks to be conducted by all delegated officials to ensure that enquiries and complaints are followed-up and resolved, in accordance with the applicable timeframes. **7.4 Development/Review:** • Implement the SOP and related Business Process Tables and Business Process Maps and review on an annual basis. **7.5 Approval Authority:** • As per delegations. **7.6 Interpretation and Advice:** • Directorate Process Design and Improvement.
8.0 Who was consulted regarding this SOP	• Chief Director Service Delivery Management and Coordination. • Customer Care Officials. • Regional Social Work Managers. • Regional Coordinators for Children.
9.0 Who should know this SOP	Department of Social Development employees
10.0 SOP Implementation Plan	In accordance with the Annual Performance Plan and Annual Operational Plan of the Department of Social Development.
11.0 Resources required	• Available budget. • Adequate number of human resources to administer the enquiries and complaints.
12.0 Answers to FAQ	**QUESTION**: Can a Social Worker decide what the relevant Program should be for a particular case? **ANSWER:** No, the Social Worker can only make a recommendation, but the court has the final decision to say which Program the child will undertake. **QUESTION**: Does the Social Worker have to attend the court proceedings? **ANSWER:** Yes, the Social Worker should attend all court proceedings regarding the case as he/she have to attend to the case for the family re-unification process thereafter, as well as to attend to the family while the child is in a temporary place of care.

12.0 Performance Indicator(s):	Children in conflict with the law:
	• **Assessment of cases** should be done immediately after call is received from SAPS.
	• **Allocation of cases** should be done in forty eight (48) hours.
	• **Interviews** should be conducted within three (3) days.
	• **Investigations** should be conducted within six (6) weeks.
	• **Attendance and administration after court proceedings** should be within six (6) weeks.

13.0 Annexures

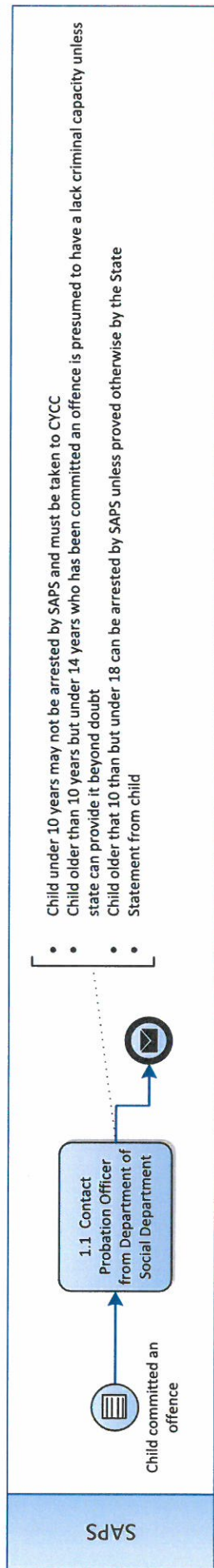| Topic	Annexure
Process Maps: Children in Conflict with the law	A
Process Tables: Children in Conflict with the law	B
Transformational Plan	C
Guide to Business Process Modeling and Notation	D
Sign-Off Certificate	E

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Child in Conflict with the Law

-L4-

South African Police Services (SAPS)

Child committed an offence

Detain suspected child offender
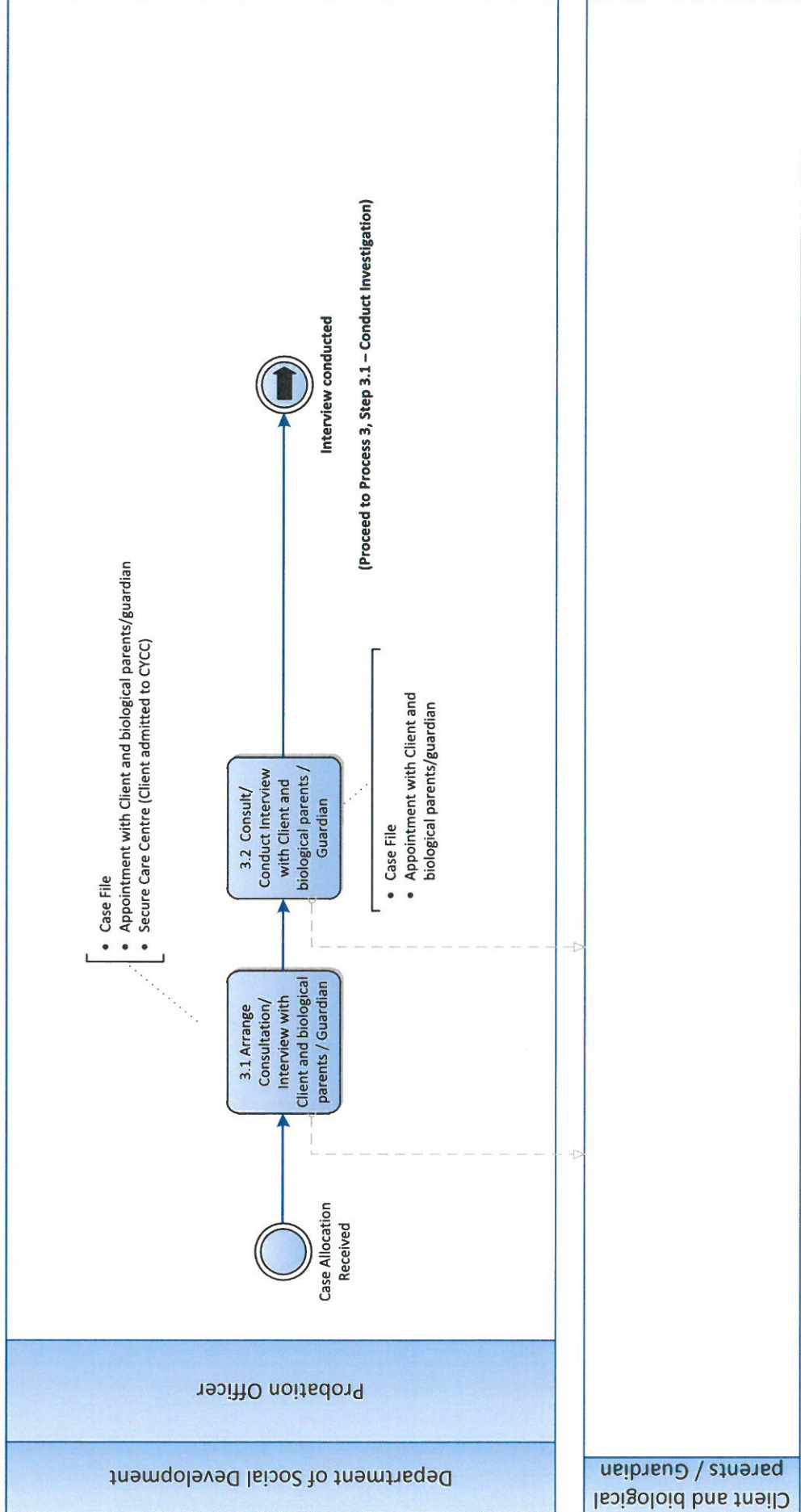
Department of Social Development

Notification received from SAPS

2. Allocation of Case

3. Conduct consultation / interview

4. Conduct Investigation

5. Attend Court Proceedings

Child in Conflict with the Law Administered

Western Cape Government
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2. Allocation of Case

-L4-

SAPS

Child committed an offence

1.1 Contact Probation Officer from Department of Social Department

- Child under 10 years may not be arrested by SAPS and must be taken to CYCC
- Child older than 10 years but under 14 years who has been committed an offence is presumed to have a lack criminal capacity unless state can provide it beyond doubt
- Child older that 10 than but under 18 can be arrested by SAPS unless proved otherwise by the State
- Statement from child

Department of Social Development

Probation Officer

Referral received (telephonically; fax; e-mail or form) from SAPS

- Fill-in Probation register
- Statement from child
- Child under age of 18 years

2.1 Assessment

- Supporting documents

2.2 Compile case information

Probation Officer Supervisor

- Case File
- Case Allocation Register
- Supervisory Notes and return date
- Statistical Tool

2.4 Allocate Case to Probation Official

Proceed to Process 3, Step 3.1 (Conduct Consultation/Interview)

Registry

- In accordance with Record Management and Archive directives

2.3 Open Case File

3. Conduct Consultation / Interview

-L4-

Department of Social Development

Probation Officer

Client and biological parents / Guardian

Case Allocation Received

3.1 Arrange Consultation/ Interview with Client and biological parents / Guardian

- Case File
- Appointment with Client and biological parents/guardian
- Secure Care Centre (Client admitted to CYCC)

3.2 Consult/ Conduct Interview with Client and biological parents / Guardian

- Case File
- Appointment with Client and biological parents/guardian

Interview conducted

(Proceed to Process 3, Step 3.1 – Conduct Investigation)

4. Conduct Investigation

-L4-

Department of Social Development

Probation Officer

Interview Conducted

4.1 Conduct Investigation
- Home Visit
- School reports
- Neighbour interview
- Other interviews
- Supportive documents

4.2 Compile pre-sentence report
- Investigation data
- Supporting documents
- Home visit
- School report
- Neighbour interview
- Other interviews

Probation Officer Supervisor

4.3 Scrutinise pre-sentence report
- Investigation data
- Pre-sentence report
- Supporting documents

4.4 Consult Probation Official for correctness
- Investigation data
- Pre-sentence report
- Supporting documents

Not Supported

Supported

Presentence Report administered

Proceed to Process 5, Step 5.1 (Attend Court Proceedings)

5. Attend Court proceedings

-L4-

Department of Social Development

Social Worker

Pre-sentence Report Supported

- Court date

5.1 Attend Court proceedings +

- Court decision
- Submission

5.2 Compile Report

- Probation Register
- Court decision

5.3 Update Probation Register

- Case File

5.4 File Reports

Child in conflict with the Law administered

5. Court proceedings
-L4-

Magistrate/Children's Court

Pre-sentence Report

5.1.1 Court Decision

Client Sentenced

- SAPS docket
- Supporting documents

Business Process Name	Children in conflict with the law
Process Scope	Pre-Sentence Report Investigation (Probation Officer Case flow management)
Governance	Constitution of the Republic of South Africa, No 108 of 1996; contains the Bill of Rights (section 27 (1) (c), section 28, section 41 (Chapter 3). The Children's Act, No 38 of 2005. Prevention and Treatment Act, No 70 of 2008. The Promotion of Administrative Justice Act, No 3 of 2000. The Promotion of Access to Information Act, No 2 of 2000. Probation Services Act 35 of 2002. Child Justice Act, No 75 of 2008. Children's Act, No 41 of 2007. Public Finance Management Act 29 of 1999. White Paper on Transforming Public Service Delivery (Batho Pele), 1997. Code of Conduct for Public Servants, 2002. Non-Profit Organisations Act, No 7 of 1997. Treasury Regulations. Social Assistance Act, No 59 of 1992 and No 13 of 2004. The Drugs and Drug Trafficking Act, No. 140 of 1992. The Prevention of Organised Crime Act, No. 121 of 1998. The Prevention and Treatment of Drug Dependency Act, No 20 of 1992. Operational Framework for Strategic Directive: Provincial Strategic Objective #8: Promoting Social Inclusion and Reducing Poverty, November 2011. Provincial Government of the Western Cape Records Management Policy. National Archives and Records Service of South Africa, No 43 of 1996. Probation Service Manual
Process Beneficiary	Any child up to 18 years of age

Step	Activity	Control	Who	Throughput/ Time	Activity Output
Process Trigger /Input	Child arrested by South African Police Services (SAPS).				
2. Allocation of Case					
1.1	Contact Probation Officer from Department of Social Development.	• Statement from child. • Child under age of 18 years.	Police Officer (South African Police Service)	Within 24hrs	Child protected at all times during an arrest.
2.1	Assessment	• Fill-in Probation register • Sworn statement from child. • Child under age of 18 years.	Probation Officer		Case screened
2.2	Compile case information	Supporting documents	Probation Officer	Within 48hrs	Case information compiled
2.3	Open Case file	In accordance with Record Management and Archive directives	Registry		File opened

Step	Activity	Control	Who	Throughput/ Time	Activity Output
2.4	Allocate case to Probation Official	• Case File • Case Allocation Register • Supervisory notes and return dates • Statistical tool	Probation Officer Supervisor	Within 48hrs	Case allocated
3. Conduct Consultation / Interview					
3.1	Arrange Consultation/ Interview with Client and biological parents/Guardian	• Case file • Appointment with biological parents or guardian • Secure Care Centre (Client admitted to Secure care centre) • Client report from Secure Care Centre	Probation Officer	Within 3 days	Consultation/ interviews arranged
3.2	Consult/ Conduct Interview with Client and biological parents / Guardian	• Case file • Appointment with biological parents or guardian	Probation Officer		Biological parents or guardian consulted/interviewed
4. Conduct Investigation					
4.1	Conduct investigation	• Home visits • School reports • Neighbours interviews • Other interviews	Probation Officer	Within 6 weeks	Investigation conducted
4.2	Compile pre-sentence report	• Investigation data • Pre-Sentence Report • Supporting documents • School report • Neighbour interview • Other interviews	Probation Officer		Presentence report consulted

Step	Activity	Control	Who	Throughput/ Time	Activity Output
4.3	Scrutinise pre-sentence report	• Investigation data • Pre-sentence report • Supporting documents	Probation Officer Supervisor		Pre-Sentence report scrutinised **If supported, proceed to Process 5.1. (Attend court proceedings)** **If not supported, proceed to Process 4.4**
4.4	Consult probation Official for correctness	• Investigation data • Pre-sentence report • Supporting documents	Probation Officer Supervisor	Within 6 weeks	Probation Official consulted for correctness **If changes to content of report, return to Process 4.2,** **If supported, proceed to Process 5.1 (Attend court proceedings)**

5. Attend Court proceedings

Step	Activity	Control	Who	Throughput/ Time	Activity Output
5.1	Attend court proceedings	• Court date	Social Worker		Court proceedings attended
5.1.1	Court Decision#	• SAPS docket • Supporting documents	Magistrate/ Children's Court		Client Sentenced
5.2	Compile Report	• Court decision • Submission	Social Worker	Within 6 weeks	Report compiled
5.3	Update Probation Register	• Probation Register • Court decision	Social Worker		Probation Register updated
5.4	File reports	• Case file	Social Worker		Reports filed

Output	**Child in Conflict with the Law administered.**
#	• Children Court Inquiry (CCI) – Matter referred to Children's Court if found to be a case for "in need of care" (Under age of 10) • Child in Youth Care Centre (CYCC) – Young person referred to CYCC in terms of Criminal Procedures Act (Under age of 18) • Place under supervision of Probation Officer with conditions.

- Home Based Supervision - Under supervision of Probation Officer for a period determined by a Court, with specific conditions.
- Diversion Programme - Under supervision of a Probation Officer into an Accredited Diversion Programmes for a period as determined by the Court.
- Community Service - Under supervision of Probation Officer for a period determined by a Court, with specific conditions.
- PENAL System:
  - o Correctional Supervision
  - o Suspended Sentences
  - o Direct Imprisonment
- Review Appeal / Review process .

Directorate: Crime Prevention and Support: Special Programmes: Children in conflict with the Law

No	Project Activity	Time Line: Months								
		1	2	3	4	5	6	7	8	9
1.	**Project Initiation**									
1.1	Approved SOP (sign-off certificate)									
2.	**Project Pilot**									
2.1	Advocate SOP and related BPT and BPM									
2.2	Review systems for implementation (equipment etc.)									
2.3	Review resource utilisation (staff)									
2.4	Train staff									
3.	**Implement Process**									
3.1	Roll-out the process									
3.2	Assess efficiency of the processes									
3.3	Record lessons learned									
4.	**Monitor + Evaluate**									
4.1	Assess whether SOP optimally addresses business needs									
4.2	Review process performance measures									
5.	**Report**									
5.1	Request PDI to improve process deficiencies									

This Transformational Plan serves as a guide to assist Process Owners to pilot and implement the SOP and thus monitor the processes for continuous improvement.

The Process Owner has the responsibility to allocate time and resources to implement the plan.
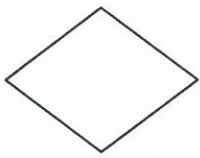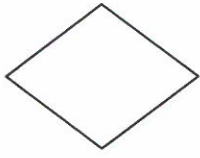
Guide to Business Process Modelling Notations:

Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
EVENTS	1. An event is something that "happens" during the course of a business process. 2. Events are triggered by something, and have results. 3. Events are used to model time, conditions and communication in between different processes	1. BPMN has restricted the use of events to include only those types of events that will affect the sequence or timing of activities of a process.
START EVENTS	Indicates where a particular process will start.	1. Starts the flow of the Process, and thus, will not have any incoming Sequence Flow—no Sequence Flow can connect to a Start Event. 2. A Start Event is a circle that MUST be drawn with a single thin line. The thickness of the line MUST remain thin so that the Start Event may be distinguished from the Intermediate and End Events. NB: START EVENTS ONLY CATCH; END EVENTS ONLY THROW
NONE START EVENT	Begin business processes in an undefined way (trigger unspecified).	It is also used for a Sub-Process that starts when the flow is triggered by its Parent Process. Use it only for expanded sub-process.
MESSAGE START EVENT	A Message arrives from a participant and triggers the start of the Process.	Emits a token when a specified message is received.
TIMER START EVENT	A specific time-date or a specific cycle (e.g., every Monday at 9am) can be set that will trigger the start of the Process.	Emits a token when a time condition becomes true.
CONDITIONAL START EVENT	Is triggered when a Condition become true. E.g. "S&P 500 changes by more than 10% since opening," or "Temperature above 300C" becomes true etc.	A condition is a type of Expression. The condition expression for the Event must become false and then true before the Event can be triggered again. The event MUST be displayed with a lined paper marker.
SIGNAL START EVENT	A signal arrives that has been broadcast from another Process and triggers the start of the Process. E.g. Via Newsletter, DPSA circular, Email from Communication Unit etc.	Note that the Signal is not a Message, which has a specific target for the Message. Multiple Processes can have Start Events that are triggered from the same broadcasted Signal.
MULTIPLE START EVENT	This means that there are multiple ways of triggering the Process. E.g. combination of email, telephone call, letter etc. Only one of these events will be required to start the Process.	Note – The behaviour of Process may be harder to understand if there are multiple Start Events. It is RECOMMENDED that this feature be used sparingly and that the modeller be aware that other readers of the Diagram may have difficulty understanding the intent of the Diagram.
END EVENT	Indicates where a process will end. A final event is triggered as termination of the process.	1. Will not have any outgoing Sequence Flow and no Sequence Flow can connect from an End Event & it cannot have incoming Message Flow but can have multiple incoming sequence flows. 2. Shares the same basic shape of the Start Event and Intermediate Event, a circle with an open centre so that markers can be placed within the circle to indicate variations of the Event. 3. The circle that MUST be drawn with a single thick black line. The thickness of the line MUST remain thick so that the End Event may be distinguished from the Intermediate and Start Events.
NONE END EVENT	1. No Event Detail defined. 2. It is also used to show the end of a Sub-Process that ends, which causes the flow to go back to its Parent Process.	1. The modeller does not display the type of Event. 2. The Event will not have an internal marker.
MESSAGE END EVENT	Indicates that a message is sent to a participant at	Can only send message to a **different** participant or

Guide to Business Process Modelling Notations:

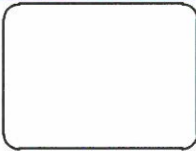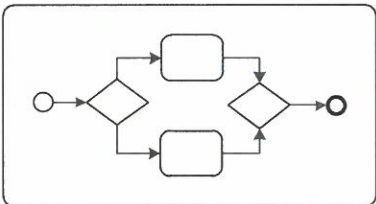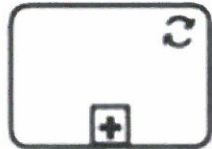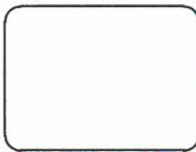| Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
✉ (circle with envelope)	the conclusion of the process. Is used to express a message as notification about the termination of the process.	process and targets within **same** pool are not allowed.
TERMINATE END EVENT ● (filled circle)	Indicates that all activities in the Process should be immediately ended.	
SIGNAL END EVENT ▲ (circle with filled triangle)	Indicates that a Signal will be broadcast when the End has been reached.	Note that the Signal, which is broadcast to any Process that can receive the Signal, can be sent across Process levels or Pools, but is not a Message (which has a specific Source and Target).
MULTIPLE END EVENT ⬟ (circle with filled pentagon)	This means that there are multiple consequences of ending the Process.	The Event will have the pentagon internal marker.
INTERMEDIATE EVENT ◎ (double circle)	1. Indicates where something happens (an Event) somewhere between the Start and End of a Process. 2. It will affect the flow of the Process, but will not start or (directly) terminate the Process. Intermediate Events can be used to: • show where messages are expected or sent within the Process, • show where delays are expected within the Process, • disrupt the Normal Flow through exception handling, .	1. It is a circle that MUST be drawn with a double thin black line. 2. The thickness of the line MUST remain double so that the Intermediate Event may be distinguished from the Start and End Events. 3. An Intermediate Event that is placed within the normal flow of a Process can be used for one of two purposes. The Event can respond to ("catch") the Event Trigger or the Event can be used to set off ("throw") the Event Trigger. An Intermediate Event that is attached to the boundary of an Activity can only be used to "catch" the Event Trigger; it cannot have an incoming sequence Flow but can have one (and only one) outgoing Sequence Flow. 4. When a Token arrives at an Intermediate Event that is placed within the normal flow of a Process, one of two things will happen. If the Event is used to "throw" the Event Trigger, then Trigger of the Event will immediately occur (e.g., the Message will be sent) and the Token will move down the outgoing Sequence Flow. If the Event is used to "catch" the Event Trigger, then the Token will remain at the Event until the Trigger occurs (e.g., the Message is received). Then the Token will move down the outgoing Sequence Flow. NB: The following Intermediate Events MAY be used in Normal Flow: None, Message, Timer, Conditional, Link, and Signal. **Thus, the following MUST NOT**: Multiple. ° If used within Normal Flow: They MAY have one (and only one) incoming sequence flow.
MESSAGE INTERMEDIATE EVENT ✉ ✉ (double circles with envelopes)	A message arrives from a participant and triggers the Event. This causes the Process to continue if it was waiting for the message.	When used to "catch" the message, then the Event marker will be unfilled. When used to "throw" the message, the Event marker will be filled. In Normal Flow, it can be used for sending messages to a participant.
SIGNAL INTERMEDIATE EVENT △ ▲ (double circles with triangles)	It Is used for sending or receiving signals. A Signal is for general communication within and across Process Levels, across Pools, and between Business Process Diagrams. Thus, there is a source of the Signal, but no specific intended target.	1. The Event can only receive a Signal when attached to the boundary of an activity. 2. Defines a more general, non-error condition for interrupting activities (such as the successful completion of another activity). When used to "catch" the signal, the Event marker will be unfilled. When used to "throw" the signal, the Event marker will be filled.

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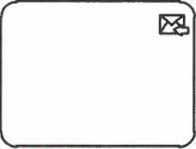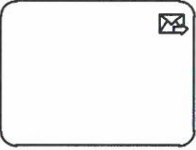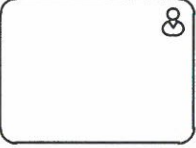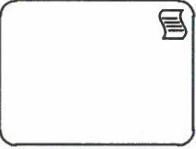| Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
MULTIPLE INTERMEDIATE EVENT	This means that there are multiple Triggers assigned to the Event.	If used within normal flow, the Event can "catch" the Trigger or "throw" the Triggers. When attached to the boundary of an activity, the Event can only "catch" the Trigger. When used to "catch" the Trigger, only one of the assigned Triggers is required and the Event marker will be unfilled. When used to "throw" the Trigger (the same as a Multiple End Event), all the assigned Triggers will be thrown and the Event marker will be filled.
LINK INTERMEDIATE EVENT	A Link is a mechanism for connecting two sections of a Process. Link Events can be used to create looping situations or to avoid long Sequence Flow lines.	1. Link Event uses are limited to a single Process level (i.e., they cannot link a parent Process with a Sub-Process). 2. Paired Intermediate Events can also be used as "Off-Page Connectors" for printing a Process across multiple pages. They can also be used as generic "Go To" objects within the Process level. There can be multiple Source Link Events, but there can only be one Target Link Event. When used to "catch" from the Source Link, the Event marker will be unfilled. When used to "throw" to the Target Link, the Event marker will be filled. 3. An Intermediate Event with a Link Trigger MUST NOT be both a target and a source of a Sequence Flow. If used as an "Off-Page Connector" or a "Go To" object: A Link Intermediate Event MAY be the target (Target Link Event) or a source (Source Link Event) of a Sequence Flow, but MUST NOT be both a target and a source. If there is a Source Link Event, there MUST be a matching Target Link Event (they have the same Name) There MAY be multiple Source Link Events for a single Target Link Event. There MUST NOT be multiple Target Link Events for a single Source Link Event.
TIMER INTERMEDIATE EVENT	A specific time-date or a specific cycle (e.g., every Monday at 9am) can be set that will trigger the Event.	1. Can be used in two ways: **Time-out** – when placed on activity boundary and **Delay** – when placed inline in a sequence flow.
GATEWAYS	Gateways are used to model control flow branching in BPMN. Gateways split and join sequence flow.	1. A Gateway is a diamond that MUST be drawn with a single thin black line. 2. Sequence Flow MUST connect only to the corners of the boundary of the Gateway
EXCLUSIVE GATEWAYS	Gates or Decisions are locations within a business process where the Sequence Flow can take two or more alternative paths. Decisions can be thought of as a question that is asked at that point in the Process. The question has a defined set of alternative answers (Gates). Each Decision Gate is associated with a condition expression found within an outgoing Sequence Flow. When a Gate is chosen during the performance of the Process, the corresponding Sequence Flow is then chosen. **The Data-Based Exclusive Gateways**: The set of Gates for Data-Based Exclusive Decisions is based on the Boolean expression contained in the Condition Expression attribute of the outgoing Sequence Flow of the Gateway. These expressions use the values of process data to determine which path should be taken Pending.	The conditions for the alternative Gates should be evaluated in a specific order. The first one that evaluates as TRUE will determine the Sequence Flow that will be taken. Since the behaviour of this Gateway is exclusive, any other conditions that may actually be TRUE will be ignored; only one Gate can be chosen. This means that if none of the other Gates are chosen, then the default Gate will be chosen—along with its associated Sequence Flow. BUT the default Gate is not mandatory for a Gateway. Conditions are usually expressed by annotations on the outgoing edges. A Token arriving at the Decision would be directed down the appropriate path, based on the chosen Gate. The Data-Based Exclusive Gateway MUST NOT use a marker that is shaped like an "X" BUT only use blank diamond notation without a marker (PDI).

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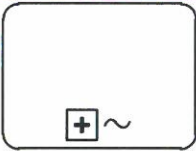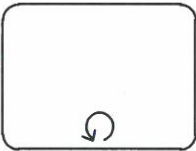| Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
	3.1 **Example:** After receiving an order, it shall be checked whether the order is valid. If it is, the order is processed and further steps are taken. If the order is invalid, it shall be rejected. The control flow depends on the validity of the order.	
INCLUSIVE GATEWAYS ◇ with ◯ inside	Modeling **"or"** situations (not necessarily either/or) is done via Inclusive Gateways. This Decision represents a branching point where alternatives are based on conditional expressions contained within outgoing Sequence Flow. However, in this case, the True evaluation of one condition expression does not exclude the evaluation of other condition expressions. Since each path is independent, all combinations of the paths may be taken, from zero to all. **Example 1:** Director attends a forum and is expected to co-facilitate and /or provide inputs during the session. He can facilitate and provide inputs at the same time or do one activity at the time or decide to do only one activity. **Example 2.** In a Quality Insurance Bureau customers are asked about shipping service and product quality. Customers can rate both criteria positive or negative which leads to 4 possible answers overall (+/+, +/-, -/+, -/-). The two criteria are independent, that means if a customer gave one answer so far, you don't know about how he will rate the other. The Inclusive Gateway realizes the implied Indecency.	1. When splitting, one or more branches are activated. All active incoming branches must complete before merging. A marker ("O") will be placed in the center of the Gateway to indicate that the behavior of the Gateway is inclusive. 2. When the **Inclusive Gateway** is used as a Merge, it will synchronize all Tokens that have been produced upstream, but at most one for each incoming Sequence Flow. It requires that Tokens for all Sequence Flow that were actually produced by an upstream (by an Inclusive situation, for example) be synchronized. If an upstream Inclusive produces two out of a possible three Tokens, then a downstream Inclusive will synchronize those two Tokens and not wait for another Token, even though there are three incoming Sequence Flow. The evaluation does not have to respect a certain order.
PARELLEL GATEWAY ◇ with + inside	Modeling **"and"** situations is done via Parallel Gateways which provide a mechanism to synchronize parallel flow and to create parallel flow. **Example:** When receiving an order, products are shipped while the seller awaits the payment. Both tasks are executed in parallel. The process terminates after both payment is received and products are shipped.	1. When used to split the sequence flow, all outgoing branches are activated simultaneously. When merging parallel branches it waits for all incoming branches to complete before triggering the outgoing flow. 2. The Parallel Gateway MUST use a marker that is in the shape of a plus sign ("+") and is placed within the Gateway diamond to distinguish it from other Gateways.
EVENT BASED GATEWAY ◇ with pentagon inside	To model decisions that are based on events, the **Event based (Exclusive) Gateway** is used. On the input side, their behavior is the same as a Data-Based Exclusive Gateway. On the output side, the basic idea is that this Decision represents a branching point in the process where the alternatives are based on events that occur at that point in the Process, rather than the evaluation of expressions using process data. A specific event, usually the receipt of a message, determines which of the paths will be taken. **Example 1:** if a company is waiting for a response from a customer, they will perform one set of activities if the customer responds "Yes" and another set of activities if the customer responds "No." The customer's response determines which path is taken. The identity of the Message determines which path is to be taken. **Example 2:** Tom wants to have coffee with a friend. He sends him an sms and waits for reply. Depending on his friend's answer (agree or don't agree) he will meet him or he will stay at home.	After such Gateway there shall be two or more **Intermediate Events**. Message-, Timer-, Condition- and Signal-Events. It is also possible that none of the awaited events will occur, so it is recommended to model also a Timer-Event which represents a Timeout situation. By that the process will guaranteed continue.
ACTIVITY	An activity is work that is performed within a business process. An activity can be atomic or non-atomic (compound). The types of activities that are a part of a Business Process Diagram are: Process,	1. **Activity Performers:** One or more Performers MAY be entered. The Performer attribute defines the resource that will perform or will be responsible for the activity. The Performer entry could be in the

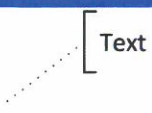| Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
	Sub-Process, and Task. However, a Process is not a specific graphical object. Instead, it is a set of graphical objects.	form of a specific individual, a group, an organization role or position, or an organization. 2. If the activity is instantiated with a specified input, that activity shall complete with the specified output.
SUB-PROCESS	Is a compound activity in that it has detail that is defined as a flow of other activities. A Sub-Process is a graphical object within a Process Flow, but it also can be "opened up" to show another Process (either Embedded or Reusable). The Sub-Process can be in a collapsed view that hides its details or a Sub-Process can be in an expanded view that shows its details within the view of the Process in which it is contained.	A Sub-Process object shares the same shape as the Task object, which is a rounded rectangle. A Sub-Process is a rounded corner rectangle that MUST be drawn with a single thin black line. The Sub-Process marker MUST be a small square with a plus sign (+) inside. The square MUST be positioned at the bottom centre of the shape. Expanded process may only begin with a none start event and end with a none end event.
EMBEDDED SUB-PROCESS	**An Embedded** (or nested) Sub-Process object is an activity that contains other activities (a Process). The Process within the Process is dependent on the parent Process for instigation and has visibility to the parent's global data.	The objects within the Embedded Sub-Process, being dependent on their parent, do not have all the features of a full Business Process Diagram, such as Pools and Lanes. Thus, an expanded view of the Embedded Sub-Process would only contain Flow Objects, Connecting Objects, and Artefacts.
A REUSABLE SUB-PROCESS Reusable SubProcess	1. **A Reusable Sub-Process** object is an activity within a Process that "calls" to another Process that exists within a BDP. The Process that is "called" is not dependent on the Reusable Sub-Process object's parent Process for global data. 2. The Reusable Sub-Process object may pass data to/from the called Process: 2.1 **Example:** A JE process can be used as part of the other process such as Design Org structure. It can also be used as independent process when it gets triggered by a "JE request".	1. The called Process will (MUST) be instantiated as a Sub-Process through a None Start Event. Being reusable, the Process could also be instantiated as a Sub-Process by other Independent Sub-Process objects (in the same or other diagrams). In addition, it can be instantiated as a top-level Process through a separate Start Event that has a Trigger. 2. A Reusable Sub process object shares the same shape as the **Task** and **Sub-Process**, which is a rectangle that has rounded corners. If it calls a **Process**, then there are two options: 2.1 The details of the called **Process** can be hidden and the shape will be the same as a *collapsed*. 2.2 If the details of the called **Process** are available, then the shape will be the same as an *expanded* **Sub-Process**.
REFERENCE SUB PROCESS Reference SubProcess	There may be times where a modeller may want to reference another Sub-Process that has been defined. If the two Sub- Processes share the exact same behaviour and properties, then by one referencing the other, the attributes that define the behaviour only have to be created once and maintained in only one location. **Example:** A submission process. If all processes required of the submission and the format and steps are exactly the same, then one process can be used/ referenced for all other processes.	All inputs, outputs and data MUST match.
A TASK	A **Task** is an *atomic* **Activity** within a **Process** flow. It is a unit of work, the job to be performed. A Task is used when the work in the Process is not broken down to a finer level of Process Model detail. Generally, an end-user, an application, or both will perform the Task. **i.e. draft a submission**	A **Task** object shares the same shape as the Sub-Process, which is a rectangle that has rounded corners. A **Task** is a rounded corner rectangle that MUST be drawn with a single thin line. **BPMN** specifies three types of markers for **Task**: a **Loop** marker or a **Multi-Instance** marker and a **Compensation** marker. A **Task** MAY have one or two of these markers.
A SERVICE TASK	A Service Task is a Task that provides some sort of service, which could be a Web service or an automated application external to the process.	Tasks of these types **must** start be receiving a Message & when they end, they will often send a message back to the process that started them.

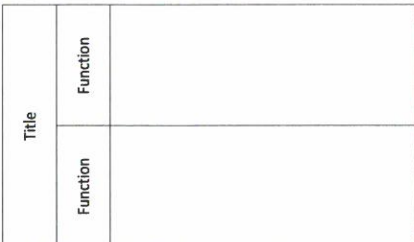| Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
(diagram: rounded rectangle with gear icon top-right)		
A RECEIVE TASK (diagram: rounded rectangle with envelope icon)	A Receive Task is a simple Task that is designed to wait for a message to arrive from an external participant (relative to the Business Process). Once the message has been received, the Task is completed. A Receive Task is often used to start a Process. In a sense, the Process is bootstrapped by the receipt of the message.	1. In order for the Task to Instantiate the Process it must meet one of the following conditions: 1.1 The Process does not have a Start Event and the Receive Task has no incoming Sequence Flow. 1.2 The Incoming Sequence Flow for the Receive Task has a source of a Start Event.
A SEND TASK (diagram: rounded rectangle with envelope icon)	A Send Task is a simple Task that is designed to send a message to an external participant (relative to the Business Process). Once the message has been sent, the Task is completed.	This indicates that the Message will be sent by the Task. The Message in this context is equivalent to an *out-only* message pattern (Web service). One or more corresponding outgoing Message Flow MAY be shown on the diagram. However, the display of the Message Flow is not required. The Message is applied to all outgoing Message Flow and the Message will be sent down all outgoing Message Flow at the completion of a single instance of the Task.
A USER TASK (diagram: rounded rectangle with person icon)	A User Task is a typical "workflow" task where a human performer performs the Task with the assistance of a software application and is scheduled through a task list manager of some sort.	1. The Message will be received at the start of the Task, after the availability of any defined Input Sets. One or more corresponding incoming Message Flows MAY be shown on the diagram. However, the display of the Message Flow is not required. 2. The sending of the message marks the completion of the Task, which may cause the production of an Output Set. One or more corresponding outgoing Message Flow MAY be shown on the diagram. However, the display of the Message Flow is not required.
A SCRIPT TASK (diagram: rounded rectangle with script icon)	A Script Task is executed by a business process engine.	1. The modeller or implementer defines a script in a language that the engine can interpret. When the Task is ready to start, the engine will execute the script. When the script is completed, the Task will also be completed. 2. The modeller MAY include a script that can be run when the Task is performed. If a script is not included, then the Task will act equivalent to a Task Type of None.
A MANUAL TASK	1. A Manual Task is a Task that is expected to be performed without the aid of any business process execution engine or any application. 2. An example of this could be a telephone technician installing a telephone at a customer location.	The task is entirely performed manually.
REFERENCE TASK (diagram: rounded rectangle with paperclip icon)	There may be times where a modeller may want to reference another Task that has been defined. If the two (or more) Tasks share the exact same behaviour, then by one referencing the other, the attributes that define the behaviour only have to be created once and maintained in only one location.	A reference to a pre-existing Activity.
ADHOC SUB PROCESS	1. Ad-Hoc is a Boolean attribute, which has a default of False. This specifies whether the Process is Ad Hoc or not. The activities within an Ad Hoc Process are not controlled or sequenced in a particular order; their performance is determined by the performers of the activities. 2. Each process can be executed arbitrarily, often	1. If set to True, then the Ad Hoc marker SHALL be placed at the bottom centre of the Process or the Sub-Process shape for Ad Hoc Processes. Following attributes apply **ONLY** if the sub-process is ad-hoc: **Ad-hoc ordering** – determines if it's activities can be performed in parallel (the default) or must be sequential. Affected by resource constraints **Ad-hoc**

Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
	until a completion condition is fulfilled. Can be done when necessary (the need arises).	**completion condition –** an expression that tells you when the ad-hoc sub-process will end
STANDARD ACTIVITY LOOP	1. If the loop condition is evaluated before the activity, this is generally referred to as a **"while" loop**. This means that the activities will be repeated as long as the condition is true. The activities may not be performed at all (if the condition is false the first time) or performed many times. E.g. Record customer details while more customers are still waiting or calling in. Activity will stop as soon as no customers are available or calling in. 2. If the loop condition is evaluated after the activity, this is generally referred to as an **"until" loop**. This means that the activities will be repeated until a condition becomes true. The activities will be performed at least once, but may be performed many times. E.g. Amend the submission until accepted.	1. Loops can also be created by connecting a Sequence Flow to an "upstream" object. An object is considered to be upstream if that object has an outgoing Sequence Flow that leads to a series of other Sequence Flow, the last of which turns out to be an incoming Sequence Flow to the original object. That is, that object produces a Token and that Token traverses a set of Sequence Flow until the Token reaches the same object again. 2. Expanded Sub-Processes also can have a loop marker placed at the bottom centre of the Sub-Process rectangle. 3. Those activities that are repeated (looped) will have a loop marker placed in the bottom centre of the activity shape.
MULITI-INSTANCE LOOP	1. If the MI Ordering is serial, then this becomes much like a while loop with a set number of iterations the loop will go through. These are often used in processes where a specific type of item will have a set number of sub-items or line items. A Multi-Instance loop will be used to process each of the line items. 2. If the MI Ordering is parallel, this is generally referred to as multiple instances of the activities. An example of this type of feature would be used in a process to write a book, there would be a Sub-Process to write a chapter. There would be as many copies or instances of the Sub-Process as there are chapters in the book. All the instances could begin at the same time. Or send newsletters while subscribers are still active or valid.	Those activities that are Parallel Multi-Instance will have a parallel marker placed in the bottom centre of the activity shape. New activity instances may execute in parallel or in sequence.
ARTEFACTS	1. BPMN provides modellers with the capability of showing additional information about a Process that is not directly related to the Sequence Flow or Message Flow of the Process. 2. At this point, BPMN provides three standard Artefacts: A Data Object, a Group, and an Annotation. Additional standard Artefacts may be added to the BPMN specification in later versions.	1. Associations can be used to link Artefacts to Flow Objects. 2. An Artefact MUST NOT be a target/ source for Sequence Flow OR Message Flow.
DATA OBJECTS	1. Is considered an Artefact and not a Flow Object. They are considered an Artefact because they do not have any direct effect on the Sequence Flow or Message Flow of the Process, but they do provide information about what the Process does. 2. That is, how documents, data, and other objects are used and updated during the Process. While the name "Data Object" may imply an electronic document, they can be used to represent many different types of objects, both electronic and physical.	1. A Data Object is a portrait-oriented rectangle that has its upper-right corner folded over that MUST be drawn with a solid single black line. 2. As an Artefact, Data Objects generally will be associated with Flow Objects. An Association will be used to make the connection between the Data Object and the Flow Object. This means that the behaviour of the Process can be modelled without Data Objects for modellers who want to reduce clutter. 3. The same Process can be modelled with Data Objects for modellers who want to include more information without changing the basic behaviour of the Process.
TEXT ANNOTATIONS	1. Text Annotations are a Mechanism for a modeller to provide additional information for the reader	1. A Text Annotation is an open rectangle that MUST be drawn with a solid single black line.

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Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
Text	of a BPMN Diagram. 2. Text is an attribute which is text that the modeller wishes to communicate to the reader of the Diagram.	2. The Text Annotation object can be connected to a specific object on the Diagram with an Association, but do not affect the flow of the Process. Text associated with the Annotation can be placed within the bounds of the open rectangle.
A GROUP	1. Is an Artefact that provides a visual mechanism to group elements of a diagram informally? The grouping is tied to the Category supporting element (which is an attribute of all BPMN elements). That is, a Group is a visual depiction of a single Category. 2. The graphical elements within the Group will be assigned the Category of the Group. (Note -- Categories can be highlighted through other mechanisms, such as colour, as defined by a modeller or a modelling tool).	1. A Group is a rounded corner rectangle that MUST be drawn with a solid dashed black line. 2. As an Artefact, a Group is not an activity or any Flow Object, and, therefore, cannot connect to Sequence Flow or Message Flow. In addition, Groups are not constrained by restrictions of Pools and Lanes. This means that a Group can stretch across the boundaries of a Pool to surround Diagram elements, often to identify activities that exist within a distributed business-to-business transaction. 3. Groups are often used to highlight certain sections of a Diagram without adding additional constraints for performance, as a Sub-Process would. The highlighted (grouped) section of the Diagram can be separated for reporting and analysis purposes. Groups do not affect the flow of the Process.
CONNECTING OBJECTS	There are two ways of Connecting Objects in BPMN: a Flow, either sequence or message, and an Association. Sequence Flow and Message Flow, to a certain extent; represent orthogonal aspects of the business processes depicted in a model, although they both affect the performance of activities within a Process.	Sequence Flow will generally flow in a single direction (either left to right, or top to bottom) and Message Flow will flow at a 90° from the Sequence Flow. This will help clarify the relationships for a Diagram that contains both Sequence Flow and Message Flow. However, BPMN does not restrict this relationship between the two types of Flow. A modeller can connect either type of Flow in any direction at any place in the Diagram.
A SEQUENCE FLOW	A Sequence Flow is used to show the order that activities will be performed in a Process. Each Flow has only one source and only one target.	1. The source and target must be from the set of the following Flow Objects: Events (Start, Intermediate, and End), Activities (Task and Sub-Process), and Gateways. 2. During performance (or simulation) of the process, a Token will leave the source Flow Object, traverse down the Sequence Flow, and enter the target Flow Object. 3. A Sequence Flow is a line with a solid arrowhead that MUST be drawn with a solid single line.
A MESSAGE FLOW	1. A Message Flow is used to show the flow of messages between two entities that are prepared to send and receive them. 2. In BPMN, two separate Pools in the Diagram will represent the two entities.	1. Message Flow MUST connect two Pools, either to the Pools themselves or to Flow Objects within the Pools. 2. They cannot connect two objects within the same Pool. 3. A Message Flow is a line with an open arrowhead that MUST be drawn with a dashed single black line. 4. The Message Flow can connect directly to the boundary of a Pool, especially if the Pool does not have any process details within. 5. A Message Flow can also cross the boundary of a Pool and connect to a Flow Object within that Pool. 6. If there is an Expanded Sub-Process in one of the Pools, then the message flow can be connected to either the boundary of the Sub-Process or to objects within the Sub-Process.
AN ASSOCIATION	1. An Association is used to associate information and Artefacts with Flow Objects. Text and graphical non-Flow Objects can be associated with the Flow Objects and Flow. 2. An Association is also used to associate Data Objects with other objects.	1. An Association Flow is a line that MUST be drawn with a dotted single black line. 2. If there is a reason to put directionality on the association then: A line arrowhead MAY be added to the Association line. 3. A directional Association is often used with Data Objects to show that a Data Object is either an input to or an output from an activity. 4. An Association is used to connect user-defined text (an Annotation) with a Flow Object.
SWIM-LANES (POOLS AND LANES)	BPMN uses the concept known as "swimlanes" to	

Guide to Business Process Modelling Notations:

Diagrams Types	Description	Quality Assurance Guideline: Key Attributes, Rules and Standards for compliance
	help partition and/organize activities. It is possible that a BPMN Diagram may depict more than one private process, as well as the processes that show the collaboration between private processes or Participants. If so, then each private business process will be considered as being performed by different Participants. Graphically, each Participant will be partitioned; that is, will be contained within a rectangular box called a "Pool." Pools can have sub-Swim lanes that are called, simply, "Lanes."	
A POOL Function	1. A Pool represents a Participant in the Process. A Participant can be a specific business entity (e.g., a company) or can be a more general business role (e.g., a buyer, seller, or manufacturer). 2. Graphically, a Pool is a container for partitioning a Process from other Pools, when modelling business-to-business situations, although a Pool need not have any internal details (i.e., it can be a "black box"). 3. Another aspect of Pools is whether or not there is any activity detailed within the Pool. Thus, a given Pool may be shown as a "White Box," with all details exposed, or as a "Black Box," with all details hidden. No Sequence Flow is associated with a "Black Box" Pool, but Message Flow can attach to its boundaries.	1. A Pool is a square-cornered rectangle that MUST be drawn with a solid single black line. 2. One, and only one, Pool in a diagram MAY be presented without a boundary. If there is more than one Pool in the diagram, then the remaining Pools MUST has a boundary. 3. To help with the clarity of the Diagram, A Pool will extend the entire length of the Diagram, either horizontally or vertically. However, there is no specific restriction to the size and/or positioning of a Pool. Modellers and modelling tools can use Pools (and Lanes) in a flexible manner in the interest of conserving the "real estate" of a Diagram on a screen or a printed page. 4. A Pool acts as the container for the Sequence Flow between activities. The Sequence Flow can cross the boundaries between Lanes of a Pool, but cannot cross the boundaries of a Pool.
LANE Title / Function / Function	1. Lane is a sub-partition within a Pool and will extend the entire length of the Pool, either vertically or horizontally. 2. If the pool is invisibly bounded, the lane associated with the pool must extend the entire length of the pool. 3. Text associated with the Lane (e.g., its name and/or any attribute) can be placed inside the shape, in any direction or location, depending on the preference of the modeller or modelling tool vendor.	1. Lanes are used to organize and categorize activities within a Pool. The meaning of the Lanes is up to the modeller. BPMN does not specify the usage of Lanes. 2. Lanes are often used for such things as internal roles (e.g., Manager, Associate), systems (e.g., an enterprise application), an internal department (e.g., shipping, finance), etc. In addition, Lanes can be nested or defined in a matrix. For example, there could be an outer set of Lanes for company departments and then an inner set of Lanes for roles within each department.

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SIGN-OFF AND ACCEPTANCE FORM

I, Mzukisi Gaba .... the undersigned, hereby endorse that the attached deliverables are an accurate and true reflection of the following business processes, which were collaboratively developed.

- **SOP: Children in conflict with the Law**

Signed at **CAPE TOWN** on this, the ..1.0.... day of the month of December........., 2013

For and on behalf of the **Client**:

Process Owner: Directorate: Crime Prevention and Support: Special Program: Children in conflict with the Law

(The Process Owner, with the core responsibility to ensure that a specific scope and mandate of the service area is identified, modelled, maintained, implemented, performance monitored and continuously improved.)

NAME: Mzukisi   **DATE:** 10/12/2013

POSITION: Director

SIGNATURE:

Director Process Design and Improvement:

NAME: Jacob Boonzaier   **DATE:** 10/12/2013

POSITION: D: PDI

SIGNATURE:

Chief Director Organisation Development

NAME: LS Bezuithuyse   **DATE:** 10/12/13

POSITION: CD: OD

SIGNATURE: