



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

PROBLEM SOLVING AND DECISION MAKING SKILLS

In today's modern work environment a person is required to analyse a problem, implement processes to solve the problem and take charge by making decisions.

This skills programme provides the learner with the knowledge, skills, attitudes and values to successfully implement management, systems and structural solutions within a generally applicable framework of norms and standards to improve service delivery.



Unit Standard
Aligned



SETA
Accredited



Outcomes
Based

This skills programme is aligned to the unit standards:

DEMONSTRATE AN ABILITY TO APPLY THE PRINCIPLES OF PROBLEM IDENTIFICATION, ANALYSIS AND DECISION MAKING WITHIN IMMEDIATE WORK CONTEXT (US: 242902)

NQF Level 4

6 Credits

TARGET GROUP

This skills programme is designed for the public sector and is aimed at:

- officials involved in service delivery functions within the public sector, including functions related to communities or other stakeholders; and
- individuals who work in the public sector.

BENEFITS

The benefits of this skills programme include:

- the ability to identify, analyse, solve and manage problems within the workplace; and
- the ability to contribute to the improvement of service delivery through the cultivation of effective administration and management skills.

ABOUT US

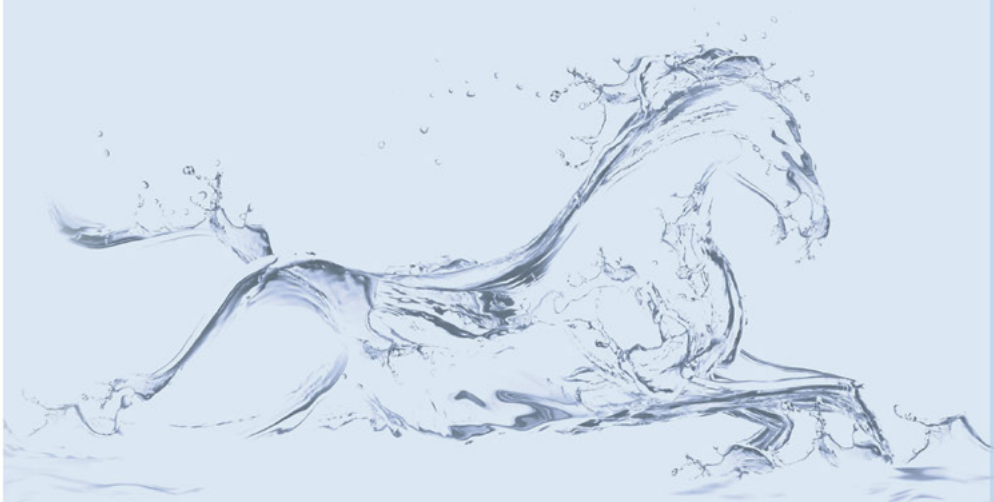
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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PROGRAMME OUTCOMES

On completion of this skills programme, learners will be able to:

- demonstrate an ability to locate problems within a wider public sector context;
- demonstrate an ability to perceive problem solving as a process and manage problem solving objectively;
- identify levels of authority and protocols relating to the resolution of problems;
- engage in decision making in order to resolve problems and generate new ideas and solutions in order to contribute towards overall public sector objectives;
- identify and apply the principles of risk management to problem analysis and decision making;

ENTRY REQUIREMENTS

The credit calculation in the relevant unit standards is based on the assumption that learners are competent in:

- communication (NQF level 3);
- mathematical literacy (NQF level 3); and
- computer literacy (NQF level 3).

DURATION

Two day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in these unit standards the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.

Programme Outline

Learning Unit One

Locating Problems within a Wider Public Sector Context

- The public sector in terms of macro and micro performance categories
- An analysis of the concept 'problem'
- Root cause analysis, process modelling and brainstorming concepts
- Problem location - the roles and functions of continuous improvement, quality and risk management teams and functions

Learning Unit Two

Problem Solving as a Process

- Understanding processes - in the context of problem solving
- Systems analysis and process engineering
- Negative concepts of problem solving and their harmful consequences
- The benefits of objective problem solving with examples

Learning Unit Three

Levels of Authority and Protocols Relating to the Resolution of Problems

- Authority within the public service
- The necessity of different levels of authority
- The purpose, nature and content of protocols and the rational for implementing problem solving protocols

Learning Unit Four

Decision Making to Contribute towards Overall Public Sector Objectives

- Decision making models and process
- Classification of public sector objectives
- The process by which lower level objectives are subsumed into high level objectives
- The principles of outcomes based problem solving

Learning Unit Five

The Principles of Risk Management as Applied to Problem Analysis and Decision Making

- The risk management process
- Risk identification
- Risk quantification
- Risk handling
- Risk feedback and improvement