



SOLVE PROBLEMS, MAKE DECISIONS AND IMPLEMENT SOLUTIONS – US 242817

NQF LEVEL 4

Duration: 2 days + 1 day follow up
Target: Candidates competent in NQF Level 3
Prerequisite: NQF Level 3
NQF Info: NQF Level 4
Qualification: Contributes towards FET Certificate in Generic Management
NQF Level 4
Credits: 8
Certification: MERSETA accredited

Unit Standard:

- Solve problems, make decisions and implement solutions[US242817]

Course Objective:

To specify the knowledge and skills required to solve problems and make decisions.

Outcomes: At the end of the course the learners will be able to :

- Define a problem.
- Investigate the problem.
- Generate problem solutions.
- Implement problem solution.
- Evaluate the effectiveness of the solution.

Contents:

- Problems are defined according to the verified information.
- Rationale for consulting with stakeholders and role-players is explained to ensure that they contribute to the various stages of the problem-solving process.
- Techniques in the formulation of the problem definition are explored and explained, according to theory and practice.
- A technique is selected in line with the context of the problem.
- A problem is investigated to ascertain the various components.
- Further information is obtained, if required, and all information is critically examined for its relevance to the problem.
- Possible solutions are generated by using a range of problem-solving techniques.
- Optimum solution(s) is (are) selected in accordance with given criteria.
- Stakeholders are consulted prior to implementation, so as to obtain commitment.
- Corrective action is identified and applied, where possible.

Assessment and Certification:

- Ongoing assessment is conducted throughout the training programme. These comprise of daily tests, exercises, and roleplays.
- Summative assessment includes exams, and assignments.
- Practical, theoretical and workplace experience assignments are included with specific assignments to be submitted within two weeks following training.
- Exams are written after completion of the training programme
- One follow up day is required to give feedback on assessed assignments. A PFSA Certificate of Competence is issued to successful candidates.
- Relevant credits may be awarded to successful learners upon MERSETA due approval process.

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