

**PURPOSE OF THE PROGRAMME**

The purpose of this programme is to equip learners with the necessary knowledge, skills and attitudes to solve problems, make decisions and implement solutions.

**PROGRAMME OUTCOMES**

On completion of this programme learners will be able to:

- Solve problems, make decisions and implement solutions

**PROGRAMME OUTLINE**

- Define the problem
- Investigate the problem
- Generate problem solutions
- Implement solution(s)
- Evaluate the effectiveness of the solution.

**LEARNING ASSUMED TO BE IN PLACE**

Delegates wishing to enroll on this programme should be competent in Computer Literacy, Mathematical Literacy and Communications at NQF level 3.

**RECOGNITION OF PRIOR LEARNING (RPL)**

RPL against this unit standard is allowed. Application forms are available from our offices.

**METHODOLOGY**

**Training Programme Duration:** 1 Day

**Assessment:** Portfolio of evidence will be submitted within two weeks after completing the training. Assessment activities include questioning to test knowledge and ability to apply problem solving ability.

**Certification:** This includes obtaining endorsement from the SETQAA.

**Unit Standard(s):**

- 242817 - Solve problems, make decisions and implement solutions

**NQF Level:** 4

**Credits:** 8

**TARGET GROUP**

- First line managers
- Business owners
- Branch managers

**BENEFITS**

- Increased productivity
- Effective team work
- Self managing teams
- Increased sales efforts
- Credits towards a qualification
- Improved opportunities to claim skills grants