

# 252026 Apply a systems approach to decision making

## ***Purpose of this Unit Standard***

This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

## ***The qualifying learner is capable of:***

- Applying critical and analytical skills to analyse an issue or problem
- Engage with stakeholders in analysing the issue/problem and developing solutions
- Selecting feasible solutions through a systems approach.
- Formulating and communicating the decision

## ***Learning Assumed to be in Place and Recognition of Prior Learning***

- Communication at NQF Level 4
- Mathematical Literacy at NQF Level 4
- Computer Literacy at NQF Level 4

## ***Outcomes***

SO1: Apply critical and analytical skills to analyse an issue or problem  
SO2: Engage with stakeholders in analysing the issue/problem and developing solutions  
SO3: Select feasible solutions through a systems approach  
SO4: Formulate and communicate the decision

| SAQA US ID | NQF LEVEL   | CREDITS | US TITLE                                    |
|------------|-------------|---------|---------------------------------------------|
| 252026     | NQF Level 5 | 6       | Apply a systems approach to decision making |

**Duration: 2-Days**

## Content

**Outcome 1**  
Apply critical and analytical skills to analyse an issue or problem

- Critical and analytical skills are applied to analyse and define an issue/problem affecting the functioning of a unit.
- Critical and analytical skills are applied to determine factors impacting on the issue/problem and other areas in a unit and the entity affected by the issue/problem.

**Outcome 2**  
Engage with stakeholders in analysing the issue/problem and developing solutions

- The purpose of the consultation is communicated to stakeholders with reference to the aspects of the issue/problem and solutions to be discussed.
- The critical and analytical processes for analysing the issue/problem and generating ideas on addressing the issue/problem are explained with examples.
- The participation of stakeholders is obtained in analysing the unit's internal and external environment to identify factors relevant to the issue/problem.
- The participation of team members is obtained in developing solutions to the issue/problem that would contribute towards the functioning of the unit and the broader system within which it operates.
- The different ideas, values and perspectives of team members and stakeholders are recognised and respected in view of the value they add to the solution developed.

**Outcome 3:**  
Select feasible solutions through a systems approach

- The inputs from stakeholders are analysed to identify feasible solutions to the issue/problem that would improve the functioning of the unit and the broader system within which it operates.
- The identified solutions are prioritised in terms of their potential outcomes on the various processes/sections in the unit, the wider entity and external stakeholders.
- A solution(s) is selected that is most appropriate within a systems context taking into consideration interrelated issues that impact on the solution and areas that will be impacted upon by the implementation of the solution.

**Outcome 4**  
Formulate and communicate the decision

- The decision on addressing the issue/problem is formulated with reference to the impact of the decision on the unit and the broader system within which it operates.
- Actions required to implement the decision in the unit are described with reference to activities, role players, resources and time lines.
- Change processes that are required to support the implementation of the decision are described with reference to their impact on the success of the implementation of the decision.
- The decision is communicated to relevant team members in the unit and other stakeholders who will be involved in its implementation in a user-friendly format.