

242817 Solve problems make decisions and implement solutions

Purpose of this Unit Standard

This Unit Standard is intended for junior managers of organisations. The Unit Standard specifies the knowledge and skills required to solve problems and make decisions.

Learning Assumed To Be In Place and Recognition of Prior Learning

- Defining a problem
- Investigating the problem
- Generating problem solutions
- Implementing problem solution
- Evaluating the effectiveness of the solution

The qualifying learner is capable of:

Learners accessing this unit standard should be competent in Communication and Mathematical Literacy at NQF Level 3.

Outcomes

SO1: Define the problem
SO2: Investigate the problem
SO3: Generate problem solution
SO4: Implement solution(s)
SO5: Evaluate the effectiveness of the solution

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242817	NQF Level 4	8	Solve problems make decisions and implement solutions

Duration: 2-Days

Content

Outcome 1

Define the problem.

- Problems are defined according to the verified information.
- the 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.

Outcome 2

Investigate 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.

Outcome 3

Generate problem solution

- Possible solutions are generated by using a range of problem-solving techniques.
- Criteria are identified and weighted to enable the ranking of proposed solutions.
- Possible solutions are evaluated against the established criteria in order to determine suitability.

Outcome 4

Implement solution(s)

- The optimum solution(s) is (are) selected in accordance with given criteria.
- Stakeholders are consulted prior to implementation, so as to obtain commitment.
- The selected solution (s) is (are) implemented, according to organisational constraints.

Outcome 5

Evaluate the effectiveness of the solution

- Criteria for the measurement of the effectiveness of the solution are identified according to the problem definition.
- The effectiveness of the solution is evaluated against the criteria.
- Corrective action is identified and applied, where possible.