



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Understand And Apply A Problem Solving Technique Training

Manufacturing, Engineering and Technology / Engineering and Related Design

Unit Standard 119964 · NQF Level 2 · 2 Credits · 1 Day

COURSE OVERVIEW

This course equips learners with a systematic approach to identifying, analysing, and solving workplace problems. Participants will learn to apply a structured problem-solving technique, evaluate solutions, and implement effective actions to improve organisational performance.

Category	Manufacturing, Engineering and Technology
Subfield	Engineering and Related Design
Unit Standard	119964
Accreditation	SAQA Accredited · NQF Level 2 · 2 Credits
Duration	1 day
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Define a problem and identify its root causes using appropriate techniques.
- Apply a structured problem-solving model to analyse and resolve workplace issues.
- Evaluate alternative solutions and select the most feasible option.
- Implement a chosen solution and monitor its effectiveness.
- Document the problem-solving process and outcomes for review.

WHO SHOULD ATTEND

- This course is designed for supervisors, team leaders, and employees at all levels who need to address routine or complex problems in their work environment.
- It is ideal for anyone seeking to enhance their critical thinking and decision-making skills.

COURSE OUTLINE

Day 1: Foundations of Problem Solving

- Introduction to problem solving and its importance in the workplace.
- The problem-solving cycle: define, analyse, generate solutions, implement, evaluate.
- Techniques for problem definition: root cause analysis, 5 Whys.
- Brainstorming and idea generation methods.
- Selecting and evaluating solutions using criteria.
- Implementation planning and monitoring.
- Reviewing and reflecting on outcomes.
- Practical exercise: solving a case study step-by-step.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **2 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 12,800.00	R 12,800.00
1	In-House	R 16,600.00	R 16,600.00
1	On-Campus (Pretoria)	R 19,200.00	R 19,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	03 Aug 2026	On-Campus	Cape Town, South Africa
04 Aug 2026	04 Aug 2026	On-Campus	Dubai, UAE
05 Aug 2026	05 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	05 Aug 2026	On-Campus	Lagos, Nigeria
06 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
07 Aug 2026	07 Aug 2026	On-Campus	Mauritius
10 Aug 2026	10 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	11 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 119964) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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