



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

Problem Identification, Analysis and Decision-Making

Business, Commerce and Management Studies / Public Administration

Unit Standard 242902 · NQF Level 4 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the systematic skills to identify, analyse and solve problems within their immediate work context. It enables participants to apply structured decision-making processes and evaluate outcomes to improve workplace efficiency and effectiveness.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242902
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Identify and define problems within the immediate work context using appropriate techniques.
- Analyse problems by gathering relevant information and identifying root causes.
- Generate and evaluate alternative solutions to address identified problems.
- Select and implement the most appropriate solution using a structured decision-making process.
- Monitor and evaluate the outcomes of decisions and adjust actions as necessary.
- Communicate problem-solving processes and decisions clearly to relevant stakeholders.

WHO SHOULD ATTEND

- This course is designed for employees at all levels who need to enhance their problem-solving and decision-making abilities within their daily work roles.

COURSE OUTLINE

Day 1: Foundations of Problem Identification and Analysis

- Introduction to problem-solving frameworks
- Problem identification techniques: brainstorming, fishbone diagrams
- Information gathering: data sources and verification
- Root cause analysis: 5 Whys, cause-and-effect
- Defining problem boundaries and scope
- Case study: Identifying a workplace problem

Day 2: Decision-Making Models and Analysis Tools

- Decision-making models: rational, bounded rationality, intuitive
- SWOT analysis and force field analysis
- Decision trees and weighted scoring models
- Risk assessment and mitigation strategies
- Ethical considerations in decision-making
- Group decision-making techniques

Day 3: Practical Application and Integration

- Integrating problem analysis with decision-making
- Scenario-based workshops
- Developing implementation plans
- Monitoring and feedback loops
- Communicating decisions effectively
- Review and reflection on learning

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 **6 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	05 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	05 Aug 2026	On-Campus	Johannesburg, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Pretoria, South Africa
04 Aug 2026	06 Aug 2026	On-Campus	Mauritius
05 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	12 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Mauritius

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 242902) 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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