

Problem Solving & Risk Management

1. Overview

This programme aims to equip public sector officials and junior to middle managers with the ability to identify, analyse, and resolve problems effectively within their work context. It develops critical decision-making and risk management skills that support improved service delivery, operational efficiency, and accountability in the public sector.

Participants will gain the ability to apply systematic approaches to problem identification, decision-making, and risk mitigation in alignment with organizational protocols and service delivery objectives.

2. Programme Outcome:

- Locate and define problems within their work environment and broader public sector context
- Apply analytical techniques to investigate the root causes of problems
- Generate, evaluate, and implement effective solutions to identified problems
- Engage in informed and objective decision-making, considering authority levels, policies, and protocols
- Apply principles of risk management in problem analysis, decision-making, and service delivery processes
- Develop, monitor, and review contingency plans to manage risks and sustain effective operations.
- Evaluate the outcomes of problem-solving efforts to ensure continuous improvement in service delivery

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0882

SAQA US:

242902, 242817, 252025

NQF Level:

5

Credits:

22

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive the programme materials and resources are emailed to the participants. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive the learning material by email to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required: (1) Online, (1) Blended & (1) Face-to-Face

3. Programme Content

- **(242902 US):** Demonstrate an ability to apply the principles of problem identification, analysis and decision-making within immediate work context
- **(242817 US):** Solve problems, make decisions and implement solutions
- **(252025 US):** Monitor, assess and manage risk

4. Topics

Module 1: Understanding Problem-Solving in the Public Sector Context

- The role of effective problem-solving in-service delivery
- Understanding the broader public sector environment
- Identifying types of workplace problems (operational, strategic, systemic)
- Authority levels and decision-making protocols

Module 2: Problem Identification and Analysis

- Techniques for defining problems clearly
- Data collection and evidence-based analysis
- Root cause analysis tools (Fishbone diagram, 5 Whys, SWOT, etc.)
- Stakeholder perspectives in problem analysis

Module 3: Generating and Evaluating Solutions

- Brainstorming and creative thinking techniques
- Criteria for evaluating possible solutions
- Cost-benefit and impact analyse
- Decision-making models (rational, intuitive, participative)

Module 4: Decision-Making Processes in the Public Sector

- Decision-making steps and tools
- Objectivity, ethics, and accountability in decision-making
- The influence of organizational policies and authority levels
- Implementing and communicating decisions

We trust that the above is in order and look forward to hearing from you for Implementation

Module 5: Implementing and Evaluating Solutions

- Developing an implementation plan
- Setting performance indicators and timelines
- Monitoring implementation progress
- Evaluating solution effectiveness and continuous improvement

Module 6: Introduction to Risk Management

- What is risk management?
- Types of risks in the public sector
- Risk identification methods (checklists, brainstorming, scenario analysis)
- Assessing risk impact and likelihood

Module 7: Managing and Mitigating Risks

- Developing and implementing risk mitigation strategies
- Creating contingency and emergency plans
- Testing, reviewing, and revising contingency plans
- Embedding risk management in decision-making and operations

Module 8: Integrative Case Study and Assessment

- Integrating problem-solving, decision-making, and risk management in a simulated or real workplace scenario
- Group presentations and reflective learning
- Assessment of outcomes and feedback

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

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6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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