

Decision-Making & Business Intelligence

1. Overview

The purpose of this programme is to equip participants with the knowledge and practical skills to collect, manage, analyse, and interpret information to support effective decision-making within organisations. Participants will develop the ability to establish information-gathering systems, apply management information systems (MIS), utilise information technology to improve organisational performance, and apply statistical techniques to analyse data and communicate findings. The programme is particularly relevant to professionals working in public finance, administration, and organisational management.

2. Programme Outcome:

- Establish and manage information-gathering teams and processes
- Identify organisational information requirements for decision-making
- Collect, record, organise, and manage information effectively
- Analyse and present information to support management decisions
- Develop and maintain feedback systems that improve organisational performance
- Explain the principles and components of Management Information Systems (MIS)
- Apply information systems to support public finance and administration
- Utilise information technology to improve planning and organisational productivity
- Assess risks associated with information technology and information management
- Explain the role of e-governance and digital technologies in the public sector
- Apply statistical techniques to collect, analyse, and interpret data
- Use probability and statistical models to support evidence-based decision-making
- Present data and findings clearly through reports, tables, graphs, and charts
- Promote data-driven decision-making and continuous organisational improvement

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0462

SAQA US:

115823, 119352, 9015

NQF Level:

5

Credits:

23

Entry Requirements:

NQF Level 4 qualification

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. 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 access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the

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

flexibility of online learning with the added support of guided, interactive sessions.

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

- **(115823 US):** Gather and manage information for decision-making
- **(119352 US):** Apply principles of information systems to public finance and administration
- **(9015 US):** Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems

4. Topics

Module 1: Information Management Fundamentals

- The role of information in organisations
- Information management principles
- Types and sources of information
- Information quality and integrity
- Ethical use of information

Module 2: Information Gathering and Reporting

- Planning information collection
- Establishing information-gathering teams
- Data collection techniques
- Recording and organising information
- Reporting information for decision-making
- Developing feedback mechanisms

Module 3: Management Information Systems (MIS)

- Introduction to Management Information Systems
- Components of MIS
- Information systems in public finance and administration
- Information flow within organisations
- Decision support systems

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

Module 4: Information Technology in Public Administration

- Information technology for management planning
- Digital transformation
- E-governance principles
- E-commerce in the public sector
- Cybersecurity and information risk management

Module 5: Data Analysis and Statistics

- Types of data
- Data collection methods
- Organising and presenting data
- Tables, graphs, and charts
- Descriptive statistics

Module 6: Probability and Decision-Making

- Principles of probability
- Experimental and theoretical probability
- Statistical models
- Risk analysis
- Evidence-based decision-making

Module 7: Data Interpretation and Communication

- Interpreting statistical information
- Identifying trends and patterns
- Communicating analytical findings
- Preparing management reports
- Presenting recommendations

Module 8: Data-Driven Organisational Performance

- Using information to improve organisational performance
- Performance measurement
- Monitoring organisational outcomes
- Continuous improvement through data
- Best practices in information management

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5. Target Market

This programme is suitable for:

- Public Administration Practitioners
- Public Finance Officials
- Data and Information Officers
- Management Information System (MIS) Practitioners
- Monitoring and Evaluation Officers
- Business Analysts
- Administrative Managers
- Planning and Research Officers
- Compliance Officers
- Project Managers
- Government Officials
- Supervisors and Team Leaders

6. 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.

7. 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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