



APPLY A SYSTEMS APPROACH TO DECISION MAKING

Unit Standard: 252026



Course Information



Qualification Title

National Certificate: Environmental Management

Course Title

Apply a Systems Approach to Decision Making

Course Level

5

Course Credits

6

Course Duration

Three days

Cost of Course

R 2 800,00 per delegate (excluding 15% VAT)

Course Overview

The course equips delegates with the relevant skills and ability to manage departments and is designed for second-level managers such as heads of department, section heads, or divisional heads, who may have more than one team reporting to them.

This highly interactive and practical course is designed to provide delegates with a sound knowledge of all elements to:

- Apply critical and analytical skills to analyse an issue or problem.
- Engage with stakeholders in analysing the issue/problem and developing solutions.
- Select feasible solutions through a systems approach.
- Formulate and communicate the decision.

Environmental Management

Who Should Attend?	<ul style="list-style-type: none"> This Unit Standard related course is intended for managers in all economic sectors.
Course Objectives	<ul style="list-style-type: none"> The fundamental objective of the course is to enable delegates to apply a systematic approach to all decision-making activities. Delegates will learn to effectively manage teams and that managers can translate strategy into action.
Benefits	<p>Benefits of this course include:</p> <ul style="list-style-type: none"> Improved knowledge and understanding of time management. Effective communication regarding time management within departments. Increased ability to make informed decisions.

Course Content

Course Modules	<p>Course modules consist of:</p> <ol style="list-style-type: none"> 1. Application of critical and analytical skills to analyse and define an issue/problem affecting the functioning of a unit. 2. Application of critical and analytical skills to determine factors impacting the issue/problem and other areas in a unit and the entity affected by the issue/problem. 3. How to consult/ communicate to stakeholders the aspects of the issue/problem and solutions. 4. Critical and analytical processes for analysing the issue/problem and generating ideas to address the issue/problem. 5. Participation of stakeholders - analysing the unit's internal and external environment to identify factors relevant to the issue/problem. 6. Participation of team members - developing solutions to the issue/problem that would contribute towards the functioning of the unit and the broader system within which it operates. 7. Recognising and respecting the different ideas, values, and perspectives of team members and stakeholders given the value they add to the solution developed. 8. Analysing the inputs from stakeholders to identify feasible solutions to the issue/problem that would improve the functioning of the unit and the broader system within which it operates.
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	<p>9. Prioritising the identified solutions in terms of their potential outcomes on the various processes/sections in the unit, the wider entity, and external stakeholders.</p> <p>10. Selecting a solution(s) - most appropriate within the context of a system, considering interrelated issues that impact the solution, and areas that will be impacted by the implementation of the solution.</p>
Certification and Assessments	<p>All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWiSE (or SETA for qualifications) will be issued.</p>

About WWiSE

Who are we?

World Wide Industrial & Systems Engineers (WWiSE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.