

MODEL AND DESIGN BUSINESS PROCESSES AND WORKFLOW

SAQA UNIT STANDARD
ID 258835
NQF Level 5
10 Credits

Optional Portfolio of Evidence
(POE) Day

Delegates who successfully
complete their POE's
will receive
10 credits at
NQF level 5



PURPOSE OF UNIT STANDARD ID 258835

This Unit Standard will enable learners to model, design and improve business processes and workflow through engagement in various activities related to business analysis, process engineering and related disciplines.

Learners, who elect to do their Portfolios of Evidence (POE), and are found competent, will receive 10 credits at NQF Level 5.

KEY OUTCOMES INCLUDE:

- Demonstrating an understanding of different levels of business processes within an organisation
- Creating a coherent model of a business process
- Participating in business process definition and continuous improvement
- Analysing systems supporting business processes in an organisation
- Evaluating and improving the structure of an organisational unit and the design of jobs and work procedures



**DELEGATES WHO SUCCESSFULLY COMPLETE THEIR
POE'S WILL RECEIVE 10 CREDITS AT NQF LEVEL 5**



OUTLINE

DAY 1

OUTCOME ONE - DEMONSTRATE AN UNDERSTANDING OF DIFFERENT LEVELS OF BUSINESS PROCESSES WITHIN AN ORGANISATION

- 09:00**
- Value chain and high-level business processes are described in relation to the context of the organisation

10:30 Morning tea

- 11:00**
- Different levels of business processes within an organisation are interpreted in a way that reflects their relationship with the value chain and high-level processes

12:30 Lunch

- 13:30**
- The links between the various business processes are clarified in order to demonstrate their interdependence

16:00 End of day one

DAY 2

OUTCOME TWO - CREATING A COHERENT MODEL OF A BUSINESS PROCESS

- 09:00**
- The various steps and methodology in defining a business process are described in context to its application with the organisation

- 09:45**
- The instruments, tools and templates used to capture a business process are discussed in terms of their uses for defining a business process

10:30 Morning tea

- 11:00**
- Process models are explained and compared in terms of their uses in defining the business process

- 11:45**
- The elements of a business process are identified and documented in relation to their significance

12:30 Lunch

- 13:30**
- The model for a chosen business process is developed to demonstrate both its application and the correct use of the relevant notation

16:00 End of day two

OPTIONAL DAY 5 PORTFOLIOS OF EVIDENCE

09:00 Welcome and introduction

10:30 Morning tea

12:30 Lunch

16:00 End of POE Day

DAY 3

OUTCOME THREE - PARTICIPATING IN BUSINESS PROCESS DEFINITION AND CONTINUOUS IMPROVEMENT

- 09:00**
- Terms and concepts are explained and applied in business process improvement and with reference to its importance within an organisation

- 09:45**
- The ways in which the organisation's business processes affect business performance are explained with examples

10:30 Morning tea

- 11:00**
- The various types of business process improvement opportunities are documented and communicated to relevant individuals

- 11:45**
- Process problems are identified in order to recommend remedial action

12:30 Lunch

- 13:30**
- Recommendations are made with respect to changes to existing processes for business improvement within the constraints of the business environment

- 14:15**
- The criteria used to measure, define, monitor and review the business/process improvement are described to reflect their uses for continuous improvement purposes

16:00 End of day three

DAY 4

OUTCOME FOUR - ANALYSE SYSTEMS SUPPORTING BUSINESS PROCESSES IN AN ORGANISATION OUTCOME FIVE - EVALUATE AND IMPROVE THE STRUCTURE OF AN ORGANISATIONAL UNIT AND THE DESIGN OF JOBS AND WORK PROCEDURES

- 09:00**
- Business systems and information flows are selected to implement or support a business process

- 09:30**
- The relationship between business processes and underlying business systems and technology is analysed to enable processes to be implemented

- 10:00**
- Analysis findings are documented in accordance with organisational procedures and formats to enable process improvement

10:30 Morning tea

- 11:00**
- The role-players within a specific business process are identified and categorised in terms of their roles within the process

- 11:30**
- The optimal structure of an organisational unit is determined to reflect the design of jobs and work procedures to meet operational objectives

- 12:00**
- The resources and objectives are allocated in terms of role descriptions and are illustrated diagrammatically

12:30 Lunch

- 13:30**
- The existing allocation of resources and objectives is compared with an ideal/benchmarked structure to reflect similarities, differences, omissions and redundancies

- 14:15**
- Recommendations are compiled and implemented to achieve the agreed improvements in the structure to enable process improvement

16:00 End of day four

MODEL AND DESIGN BUSINESS PROCESSES AND WORKFLOW

TO SECURE YOUR PLACE AT THIS COURSE - PLEASE COMPLETE THE FOLLOWING:

Company Name		VAT #			
Postal Address					
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Where did you hear about this event? E-mail <input type="checkbox"/> Post <input type="checkbox"/> Fax <input type="checkbox"/> Internet <input type="checkbox"/> Magazine <input type="checkbox"/> other _____					
	Title	Delegate Name	Designation	E-mail	Cell #
1					
<input type="checkbox"/> Yes, please update me with relevant information					
2					
<input type="checkbox"/> Yes, please update me with relevant information					
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<input type="checkbox"/> Yes, please update me with relevant information					
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<input type="checkbox"/> Yes, please update me with relevant information					
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<input type="checkbox"/> Yes, please update me with relevant information					
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<input type="checkbox"/> Yes, please update me with relevant information					

EASY PAYMENT METHODS: DIRECT DEPOSIT OR CHEQUE:

NEDBANK, INTELLIGENCE TRANSFER CENTRE, BRANCH: SANDOWN, BRANCH CODE: 193305, ACCOUNT NUMBER: 1933207779

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Confirmation - Your registration will only be confirmed until such time as payment is received and may be subject to cancellation.

Right of Admission - Intelligence Transfer Centre reserves the right to refuse admission to the training course where evidence of full payment cannot be shown. Delegate Substitutions - Delegate substitutions are welcomed at any time and do not incur any additional charges. Please notify us in writing of any such changes.



4 Easy Ways To Register



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PRICING

4-DAY WORKSHOP:
R13 999 EXCL. VAT

POE OPTION:
(INCLUSIVE OF ASSESSMENT AND MODERATION)
R3 999 EXCL. VAT

QUOTATION
(please tick relevant)

INVOICE

APPLICATION FOR REGISTRATION AND ACCEPTANCE OF TERMS AND CONDITIONS

I acknowledge that I have read, understood and accept the programme and Terms and Conditions (including Payment Terms) and hereby apply for registration on behalf of myself (if a single delegate) or on behalf of the undermentioned organisation which I am duly authorised to represent.

Name: _____

Name of Organisation*: _____

Job Title (Specific): _____

Email: _____

Date: _____

Signature: _____
(where organisation sends delegate/s and is responsible for payment of conference/course fee*)

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