



NATIONAL CERTIFICATE: BUSINESS ANALYSIS SUPPORT PRACTICE

**SAQA qualification
ID 63769**



**NQF Level 5, Minimum Credits 138
44-days of class room training
Duration of programme over 12 months**



The fourth Industrial Revolution necessitates that all organisations ensure their technical operations are up-to-date to ensure efficient operations and attainment of strategic goals. This necessitates updating the skills-set of their employees.



The South African Government has highlighted the need to upgrade existing business analysis. This requirement can be derived from various mandates such as the Constitution Chapter 10 section 195 (1), White Paper on Transforming Public Service Delivery, 1997, the Public Service Regulations of 2001, Part III: C, Visioning of a single Public Service, Outcomes based approach and in specific outcome 12 – output 3 and the DPSSA's Operations Management Framework, to name a few.



Better planning and the ability of organisations to deliver have increased the critical need for improved planning and assignment of resources throughout all organisations. Business analysis is a critical and continually evolving process, which ensures that information technology is being utilised to provide efficient and successful solutions for your organisation.

This qualification, and the accompanying unit standards have been developed to equip you with the knowledge, competency, values and approach required in order become productive business analyst, who is equipped to operate confidently and optimally in any sector of the South African economy.



PURPOSE OF THE PROGRAMME

“The development of business analysts through a suite of qualifications will have a positive impact on the broader economy of South Africa. It will also assist with bringing South Africa inline with international trends and satisfy industry requirements, at the same time bridging the skills gap in the ICT sector.

The qualifying learner will be able to:

- Interact in a business environment
- Perform activities to assist with requirement specification
- Provide support on the analysis of the requirements
- Perform activities to assess that the requirement specifications have been met”



**LEARNING PROGRAMME 1:
UNDERSTAND BUSINESS APPLICATIONS AND SYSTEMS**

	UNIT STANDARD TITLE	CREDITS
114050	<p>Explain the principles of business and the role of information technology</p> <p>This unit standard is intended:</p> <ul style="list-style-type: none"> To provide conceptual knowledge of the areas covered For those working in, or entering the workplace in the area of Information Technology As additional knowledge for those wanting to understand the areas covered <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> Describe fundamental business concepts Describe systems theory with respect to information systems Explain how IT can be used in business Explain the relationship between a business and its data requirements 	4
258837	<p>Demonstrate an understanding of business applications and systems</p> <p>This Unit Standard will enable learners to demonstrate an understanding of business application systems through engagement in various activities related to business analysis</p> <p>A learner credited with this unit standard will be able to:</p> <ul style="list-style-type: none"> Describe different business systems and their interdependence within an organisation Describe the alignment of the business system to the business strategy and objectives Explain an organisation with respect to linkages and interdependencies of its business systems 	10
258840	<p>Demonstrate an understanding of the external environment of business</p> <p>This unit standard will enable learners to demonstrate an understanding of the business environment through engagement in various activities related to a specific context</p>	5
TOTAL CREDITS		19
TOTAL NUMBER OF TRAINING DAYS		5

**LEARNING PROGRAMME 2:
OPERATE IN A PROFESSIONAL AND INNOVATIVE MANNER**

	UNIT STANDARD TITLE	CREDITS
114055	<p>Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa</p> <p>This unit standard is intended:</p> <ul style="list-style-type: none"> To provide conceptual knowledge of the areas covered For those working in, or entering the workplace in the area of Information Technology As additional knowledge for those wanting to understand the areas covered 	3
15234	<p>Apply efficient time management to the work of a department/division/section</p> <p>This unit standard is designed for executives involved in Leadership and the management of teams, and focuses on translating strategic intent into effective daily action. Competence against this standard will ensure that teams are effectively managed and that managers can translate strategy into action</p>	4
252020	<p>Create and manage an environment that promotes innovation</p> <p>This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them</p>	6
TOTAL CREDITS		13
TOTAL NUMBER OF TRAINING DAYS		5

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For easy registration contact: +27 (0) 11 326 2501 or email a [UFW g@intelligencetransferc.co.za](mailto:UFW_g@intelligencetransferc.co.za)
or fax: +27 (0) 11 326 2960 or visit: www.intelligencetransferc.co.za

**LEARNING PROGRAMME 3:
ASSIST WITH REQUIREMENT SPECIFICATIONS**

	UNIT STANDARD TITLE	CREDITS
115835	<p>Operate in a professional manner utilising trouble shooting techniques while applying creative thinking processes</p> <p>People credited with this unit standard are able to behave in a professional manner and discuss the significance of a professional approach for business advisors. They will also be able to use thinking processes that show a creative streak. The learner will also be in a position to use trouble-shooting techniques when dealing with clients in a business advising capacity</p>	5
115358	<p>Apply information gathering techniques for computer system development</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> • Design and conduct an interview for gathering information for computer system development. • Design and perform an analysis of the results from a questionnaire for gathering information for computer system development • Gather data from documents for computer system development • Observe a person's behaviour for gathering information for computer system development • Consolidate the information gathered via different techniques • The performance of all elements is to a standard that allows for further learning in this area 	7
115402	<p>Assist in researching the problem and the solution within a consulting context</p> <p>The person credited with this Unit Standard is able to analyse a problem for a consulting project and determine a suitable remedial action</p>	6
TOTAL CREDITS		18
TOTAL NUMBER OF TRAINING DAYS		5

**LEARNING PROGRAMME 4:
BUILD CLIENT RELATIONSHIPS**

	UNIT STANDARD TITLE	CREDITS
12433	<p>Use communication techniques effectively</p> <p>Qualifying learners can demonstrate an understanding of a range of oral and written communication techniques. They are able to effectively use these techniques as required during the course of their work in a supervisory and/or senior technical capacity in an organisation</p>	8
119173	<p>Develop and maintain effective working relationship with clients</p> <p>The person credited with this unit standard is able to analyse clients and their impact on the consulting business towards identifying critical factors that need to be addressed to build and ensure an effective working, long term relationship. Learners are also able to develop long-term solutions to client's problems to ensure a long relationship</p>	8
TOTAL CREDITS		16
TOTAL NUMBER OF TRAINING DAYS		5

**LEARNING PROGRAMME 5:
MODEL AND DESIGN BUSINESS PROCESSES**

	UNIT STANDARD TITLE	CREDITS
115395	<p>Apply and explain the generic business process and value chain model</p> <ul style="list-style-type: none"> • The person credited with this Unit Standard will have a good understanding of the relevant business processes and underlying theoretical knowledge of the appropriate Enterprise Resource Planning (ERP) functional area and be able to relate it to the business practice of a client 	12
258835	<p>Model and design business processes and workflow</p> <p>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</p>	8
258836	<p>Analyse and apply different Information and Communication Technology (ICT) Systems Development Lifecycle (SDLC) models for a given scenario</p> <p>This unit standard is intended for people that are working as part of a team that are developing or supporting Information and Communication Technology (ICT) systems in a business environment</p>	8
TOTAL CREDITS		30
TOTAL NUMBER OF TRAINING DAYS		10

**LEARNING PROGRAMME 6:
DECIDE UPON AND RECORD REQUIREMENT SPECIFICATIONS**

	UNIT STANDARD TITLE	CREDITS
115398	<p>Observe and record the findings of a business requirements gathering session</p> <p>The person credited with this Unit Standard will be able to observe the process of gathering business requirements from the client and correctly record the findings of the session</p>	8
252026	<p>Apply a systems approach to decision making</p> <p>This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.</p> <p>The qualifying learner is capable of:</p> <ul style="list-style-type: none"> • Applying critical and analytical skills to analyse an issue or problem • Engage with stakeholders in analysing the issue/problem and developing solutions • Selecting feasible solutions through a systems approach • Formulating and communicating the decision 	6
TOTAL CREDITS		14
TOTAL NUMBER OF TRAINING DAYS		5

**LEARNING PROGRAMME 7:
DEVELOP AND IMPLEMENT SPECIFICATIONS USING MODELLING**

	UNIT STANDARD TITLE	CREDITS
258839	<p>Apply basic principles of requirements-related modelling</p> <p>This Unit Standard will enable learners to explain the basic principles of requirements-related modelling. The learner will be able to explain how this information is used to clarify business problems, propose solutions and how recommendations could be formulated addressing specific business related problems</p>	4
116779	<p>Develop and implement specifications to achieve the desired product or service</p> <p>In order to run a sustainable business, a technically qualified learner will ensure that the products or services are consistent, meet customer expectations and conform to any standards required for that product or service</p>	10
TOTAL CREDITS		14
TOTAL NUMBER OF TRAINING DAYS		5

**LEARNING PROGRAMME 8:
SUPPORT THE BA PROJECT ENVIRONMENT**

	UNIT STANDARD TITLE	CREDITS
120378	<p>Support the project environment and activities to deliver project objectives</p> <p>Learners accessing this standard will be involved in project management teams or involved in building small project management teams. Learners accessing this standard will be working as a leader in the context of a small project / sub-project involving few resources and having a limited impact on stakeholders and the environment or working as a contributing team member on a medium to large project when not a leader</p>	14
TOTAL CREDITS		14
TOTAL NUMBER OF TRAINING DAYS		4

**BUSINESS ANALYSIS PROGRAMME
TOTAL NUMBER OF CREDITS: 138
TOTAL NUMBER OF DAYS: 44**