



National Certificate in Business Analysis Support NQF Level 5

Programme overview

This programme lays the foundation and provides an entry-level understanding for the development of business analysts across various sectors and industries. The programme introduces learners to the entire cycle of business analysis from requirements gathering, stakeholder engagement, analysing business processes and information, process mapping and testing of IT solutions.

Programme outcomes

The overall aim of the programme is to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the world of work thus improving efficiencies in the business analysis process for organisations. It builds foundational skills in project management, business analysis, testing, data analytics, process mapping and risk assurance.

Key benefits

Clients

- Tax rebates
- B-BBEE benefits - Skills Development, Preferential Procurement, Enterprise Development
- Skilled entry-level graduates
- Analytical and process-orientated graduates

Graduates

- National Certificate Qualification
- Personal mastery
- Work-readiness
- Mentoring and coaching sessions



Content overview

Understand the business environment and work effectively with others

- An understanding of the external environment of business
- An awareness of ethics and professionalism for the computer industry in South Africa
- Develop and maintain effective working relationships with clients
- Use communication techniques effectively

Develop business process model options in line with review and requirement specifications

- Understanding of business applications and systems
- Explain the principles of business and the role of information technology
- Apply basic principles of requirements related modelling
- Model and design business processes and workflow
- Investigate implementation options for information technology (IT) solutions

Programme delivery structure

12 month training

- 2-3 months classroom training
- 10 months work-based experience
- Contact sessions
- Peer learning and research
- Practical activities
- Action learning projects
- Workplace exposure
- Key skills in Agile, Data Analytics etc

Some happy clients



Analyse the business process, technology and users to inform requirements specifications

- Analyse and apply different Information and Communication Technology (ICT) Systems Development
- Lifecycle (SDLC) models for given scenario
- Apply information gathering techniques for computer system development
- Apply and explain the generic business process and value chain model
- Observe and record the findings of a business requirements gathering session
- Develop and implement specifications to achieve the desired product or service

Conduct testing to ensure quality and requirement specification achievement

- Create and manage an environment that promotes innovation
- Operate in a professional manner utilising trouble shooting techniques while applying creative thinking processes
- Apply a systems approach to decision making
- Demonstrate logical problem solving and error detection techniques