



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Business Process Modeling and Workflow Design

Physical, Mathematical, Computer and Life Sciences / Information Technology and Computer Sciences

Unit Standard 258835 · NQF Level 5 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the skills to model and design business processes and workflows, enabling them to analyze current processes, identify inefficiencies, and design optimized workflows that align with organizational goals. Participants will gain practical techniques for documenting, evaluating, and improving business processes to enhance operational effectiveness.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	258835
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply process modeling techniques to document current business workflows.
- Analyze existing processes to identify bottlenecks, redundancies, and improvement opportunities.
- Design optimized business processes and workflows that meet organizational objectives.
- Evaluate proposed process designs against key performance indicators and stakeholder requirements.
- Implement process changes using change management principles and workflow automation tools.
- Demonstrate the ability to present and justify process design recommendations to stakeholders.

WHO SHOULD ATTEND

- This course is ideal for business analysts, process owners, operations managers, and team leaders responsible for designing, implementing, or improving business processes within their organizations.

COURSE OUTLINE

Day 1: Introduction to Business Process Modeling

- What is business process modeling?
- Benefits of process modeling for organisations
- Key terminology: process, activity, task, event, gateway
- Overview of Business Process Model and Notation (BPMN)
- Relationship between process modeling and workflow design
- Case studies: process modeling in local industries

Day 2: Process Discovery and Documentation

- Process discovery methods: interviews, observation, document analysis
- Facilitating stakeholder workshops
- Creating process maps and flowcharts
- Defining process scope and boundaries
- Identifying process inputs, outputs, and resources
- Practical exercise: document a simple business process

Day 3: BPMN Fundamentals and Diagramming

- BPMN core elements: events, activities, gateways, sequence flows
- Start and end events, intermediate events
- Task types: user task, service task, script task
- Exclusive and parallel gateways
- Pools, lanes, and message flows
- BPMN diagram validation and common errors

Day 4: Advanced BPMN and Process Analysis

- Advanced BPMN: subprocesses, loops, multi-instance activities
- Process analysis: cycle time, waste, value-added vs non-value-added
- Root cause analysis techniques
- Process simulation basics
- Designing improved (to-be) process models
- Case study: process optimisation example

Day 5: Workflow Design Principles

- Workflow vs. process: definitions and relationships
- Workflow lifecycle: design, implementation, execution, monitoring
- Workflow patterns: sequence, parallel, choice, synchronisation
- Role definition and task assignment in workflows
- Workflow automation: tools and benefits
- Practical: convert a process model into a workflow design

Day 6: Process and Workflow Implementation

- Implementation planning and roadmaps
- Change management: communication, training, stakeholder buy-in
- Introduction to BPM software (e.g., Camunda, Signavio)
- Workflow configuration and testing
- Defining KPIs: cycle time, throughput, error rates

- Governance and continuous improvement

Day 7: Integration, Case Studies, and Assessment

- Capstone project: model and design a workflow for a given scenario
- Case studies: process improvement in SA public and private sectors
- Ethical considerations: data privacy, transparency
- Compliance with SA standards and regulations
- Final assessment: practical and theoretical components
- Course wrap-up and action planning

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 21,700.00	R 21,700.00
1	In-House	R 28,200.00	R 28,200.00
1	On-Campus (Pretoria)	R 32,600.00	R 32,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
21 Aug 2026	31 Aug 2026	On-Campus	Abu Dhabi, UAE
24 Aug 2026	01 Sep 2026	On-Campus	Shenzhen, China
25 Aug 2026	02 Sep 2026	On-Campus	Harare, Zimbabwe
26 Aug 2026	03 Sep 2026	On-Campus	Bangkok, Thailand
26 Aug 2026	03 Sep 2026	On-Campus	Abu Dhabi, UAE
28 Aug 2026	07 Sep 2026	On-Campus	Victoria Falls, Zimbabwe
28 Aug 2026	07 Sep 2026	On-Campus	Durban, South Africa
31 Aug 2026	08 Sep 2026	On-Campus	Harare, Zimbabwe

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 258835) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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