



Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Requirements Elicitation Techniques for Business Analysts

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

Unit Standard 259279 · NQF Level 6 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips business analysts with proven techniques for eliciting requirements from stakeholders, ensuring accurate and comprehensive project specifications. Participants will learn to navigate complex stakeholder dynamics and apply structured methods to capture both explicit and implicit needs, ultimately reducing project risks and enhancing solution acceptance.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	259279
Accreditation	SAQA Accredited · NQF Level 6 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply a range of elicitation techniques including interviews, workshops, observation, and document analysis to gather requirements.
- Analyze stakeholder needs and distinguish between stated and unstated requirements.
- Evaluate the effectiveness of different elicitation methods in various project contexts.
- Design a stakeholder engagement plan to ensure comprehensive input.
- Implement facilitation skills to manage group elicitation sessions effectively.
- Demonstrate the ability to document and validate elicited requirements with stakeholders.

WHO SHOULD ATTEND

- This course is designed for business analysts, systems analysts, and project team members who are responsible for gathering and documenting requirements.
- It is also suitable for professionals transitioning into a business analysis role.

COURSE OUTLINE

Day 1: Introduction to Requirements Elicitation

- Overview of business analysis and the requirements lifecycle
- Stakeholder identification and analysis
- Types of requirements and their characteristics
- Introduction to elicitation techniques
- Elicitation planning and preparation
- Ethics and professionalism in elicitation

Day 2: Interviewing Techniques

- Types of interviews (structured, semi-structured, unstructured)
- Questioning techniques and probing
- Active listening and non-verbal cues
- Interview preparation and scheduling
- Recording and validating interview results
- Common pitfalls and how to avoid them

Day 3: Surveys and Questionnaires

- When to use surveys vs. interviews
- Question design principles (clarity, bias avoidance)
- Rating scales and multiple-choice options
- Survey distribution methods (online, paper)
- Data collection and response rate management
- Analysing quantitative and qualitative survey results

Day 4: Focus Groups and Workshops

- Focus group structure and participant selection
- Facilitation techniques for group discussions
- Brainstorming and idea generation methods
- Prioritisation techniques (e.g., MoSCoW, voting)
- Recording workshop outcomes (minutes, action items)
- Virtual vs. in-person facilitation

Day 5: Observation and Ethnographic Techniques

- Types of observation (overt, covert, participant)
- Ethnography in business analysis
- Planning observation sessions
- Recording observations (notes, video, logs)
- Identifying gaps between stated and actual processes
- Ethical considerations in observation

Day 6: Document Analysis and Prototyping

- Sources of documentation (manuals, reports, systems)
- Techniques for document analysis (content analysis, gap analysis)
- Introduction to prototyping (paper, wireframes)
- Iterative prototyping for requirements validation
- Combining document analysis with other techniques

- Tools for prototyping (e.g., Balsamiq, Axure)

Day 7: Brainstorming and Creative Techniques

- Principles of effective brainstorming
- Mind mapping for requirements discovery
- SCAMPER and other creative thinking tools
- Nominal group technique
- Voting and prioritisation of ideas
- Overcoming creative blocks

Day 8: Requirements Workshops and JAD Sessions

- JAD methodology and roles (facilitator, scribe, participants)
- Preparing for a JAD session (agenda, materials)
- Facilitation techniques for consensus building
- Using visual aids (whiteboards, sticky notes)
- Documenting requirements in real-time
- Post-workshop validation and follow-up

Day 9: Elicitation from Legacy Systems and Data

- Reverse engineering existing systems
- Analysing database schemas and data dictionaries
- Business rules extraction from code and documentation
- Data profiling and analysis for requirements
- Interface analysis with legacy systems
- Challenges of legacy system elicitation

Day 10: Agile Elicitation Techniques

- User stories: format, acceptance criteria, INVEST
- Story mapping for release planning
- Personas and empathy maps
- Scenarios and use cases in Agile
- Backlog management and prioritisation
- Agile ceremonies for elicitation (sprint planning, reviews)

Day 11: Validating and Managing Elicited Requirements

- Requirements validation techniques (reviews, walkthroughs)
- Traceability matrices and impact analysis
- Prioritisation frameworks (MoSCoW, Kano, cost-value)
- Change management and version control
- Requirements documentation standards (e.g., IEEE 830)
- Communicating requirements to development teams

Day 12: Integration and Practical Application

- Selecting the right technique for the context
- Developing an elicitation plan (scope, timeline, stakeholders)
- Case study: end-to-end elicitation project
- Presenting requirements to decision-makers
- Lessons learned and best practices
- Course wrap-up and assessment

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 **15 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 45,100.00	R 45,100.00
1	In-House	R 58,600.00	R 58,600.00
1	On-Campus (Pretoria)	R 67,600.00	R 67,600.00

UPCOMING SESSIONS

No sessions are currently scheduled. Please contact us to arrange a session at a time and location that suits your team.

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 259279) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za