



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 Analysis Process Planning and Monitoring

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

Unit Standard 259280 · NQF Level 6 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the skills to plan and monitor the business analysis process effectively. Participants will learn to define activities, manage stakeholder engagement, and ensure deliverables align with organisational objectives. The course focuses on applying industry best practices to enhance project success.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
Unit Standard	259280
Accreditation	SAQA Accredited · NQF Level 6 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply techniques to scope and plan business analysis activities
- Analyse stakeholder roles and communication needs
- Evaluate risks and assumptions affecting the analysis process
- Design a monitoring framework to track progress and quality
- Demonstrate effective change management during analysis
- Implement corrective actions based on performance data

WHO SHOULD ATTEND

- This course is designed for business analysts, project managers, and professionals involved in analysing business processes who need to structure and track their analysis activities.
- It is suitable for those seeking to formalise their planning and monitoring skills.

COURSE OUTLINE

Day 1: Introduction to Business Analysis and Process Planning

- Overview of business analysis (IIBA BABOK framework)
- Role of the business analyst in process planning
- Stakeholder identification and analysis
- Linking business processes to strategic objectives
- Introduction to process modelling concepts

Day 2: Process Discovery and Elicitation Techniques

- Elicitation techniques: interviews, workshops, observation
- Process discovery and documentation methods
- Business process modelling notation (BPMN) basics
- Capturing process inputs, outputs, and resources
- Validating discovered information with stakeholders

Day 3: Process Analysis and Gap Identification

- Process analysis techniques (value stream mapping, root cause analysis)
- Identifying process bottlenecks and waste
- Gap analysis: current vs. future state
- Prioritisation frameworks (MoSCoW, cost-benefit analysis)
- Documenting analysis findings

Day 4: Future-State Process Design and Modelling

- Designing future-state process maps
- Applying BPMN for to-be processes
- Incorporating business rules and policies
- Technology considerations in process design
- Stakeholder validation and feedback integration

Day 5: Process Planning and Implementation Strategy

- Implementation planning: tasks, timelines, resources
- Defining process KPIs and performance measures
- Change management principles for process adoption
- Risk assessment and mitigation planning
- Communication plan development

Day 6: Process Monitoring, Control, and Continuous Improvement

- Process monitoring tools and dashboards
- Performance analysis and variance identification
- Continuous improvement frameworks (PDCA, Six Sigma)
- Corrective and preventive action planning
- Reporting and escalation procedures

Day 7: Integration, Review, and Assessment Preparation

- Integrated case study: from discovery to monitoring
- Review of key concepts across the week
- Assessment preparation: portfolio of evidence requirements
- Professional ethics for business analysts

- Course wrap-up and feedback

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 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 31,000.00	R 31,000.00
1	In-House	R 40,400.00	R 40,400.00
1	On-Campus (Pretoria)	R 46,500.00	R 46,500.00

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 259280) 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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