



## Executive Summary

Qualification	National Certificate: Business Analysis Support Practice
Qualification ID	63769
NQF Level	5
Minimum Credits	138
Duration	12 months
Field	Physical, Mathematical, Computer and Life Sciences
Subfield	Physical, Mathematical, Computer and Life Sciences
ETQA	Information Technology and Computer Sciences
Purpose	Business analysis is a vital instrument within the business environment to ensure that information technology is able to provide effective solutions for business enterprises.
Entry Requirements	<ul style="list-style-type: none"> <li>▪ Communication, NQF Level 4.</li> <li>▪ Computer Literacy, NQF Level 4.</li> </ul>



EMPOWERED

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## Exit Level Outcomes

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

## The KLM Empowered X-Perience



### X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



### X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.

### X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



### X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

### X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



# Learning Blocks

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## Interacting in the Business Environment

ID	Unit Standard Title	Level	Credits
12433	Use communication techniques effectively	5	8
119173	Develop and maintain effective working relationship with clients	5	8
115835	Operate in a professional manner utilising trouble shooting techniques while applying creative thinking processes	5	5
Total			21

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## The Principles of Business and IT

ID	Unit Standard Title	Level	Credits
114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	5	3
258840	Demonstrate an understanding of the external environment of business	5	5
114050	Explain the principles of business and the role of information technology	5	4
Total			12

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## Requirements Specifications

ID	Unit Standard Title	Level	Credits
115398	Observe and record the findings of a business requirements gathering session	5	8
115395	Apply and explain the generic business process and value chain model	5	12
258837	Demonstrate an understanding of business applications and systems	5	10
115358	Apply information gathering techniques for computer system development	5	7
Total			37

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## Requirements Analysis

ID	Unit Standard Title	Level	Credits
258839	Apply basic principles of requirements-related modelling	5	4
258835	Model and design business processes and workflow	5	10
258836	Analyse and apply different Information and Communication Technology (ICT) Systems Development Lifecycle (SDLC) models for a given scenario	5	8
Total			22

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## Solution Evaluation

ID	Unit Standard Title	Level	Credits
252026	Apply a systems approach to decision making	5	6
115402	Assist in researching the problem and the solution within a consulting context	5	6
116779	Develop and implement specifications to achieve the desired product or service	5	10
Total			22

## Electives

ID	Unit Standard Title	Level	Credits
15234	Apply efficient time management to the work of a department/division/section	5	4
252020	Create and manage an environment that promotes innovation	5	6
120378	Support the project environment and activities to deliver project objectives	5	14
Total			24

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## The Greatness Effect