ESP/ The Education & Skills Partnership

Business Analyst

[Level 4]

FORWARD TOGETHER

Overview

Level 4
Business Analyst

As a Business Analyst your role is to define and understand the needs of your stakeholders, how these can be met and apply effective and efficient business change and digital solutions within an organisation.

Business Analysts are 'change professionals' that help organisations to deliver business and digital changes successfully.

One of the most common focus areas of a Business Analyst is to model business processes, and then to facilitate, coordinate and document all requirements needed, and then recommend improvement in relation to the people, processes, and IT.

A Business Analyst interacts with a broad range of business stakeholders both in and outside of an organisation including customers, business users, suppliers, product owners, software developers, and senior leaders.

Business Analysts play a key role in multidisciplinary teams by collaborating with different groups of stakeholders, working to understand and communicate how digital solutions can support the organisation's needs. They interact with stakeholders through leading workshops, conducting interviews, and using other techniques to effectively understand the business problems and user needs.

An employee in this occupation will be responsible for investigating business situations, and analysing problems and opportunities for improvement. They will be responsible for investigating and analysing business processes, understanding data and business information needs, and documenting requirements for digital and business change solutions.

Who is it for?

As a Business Analyst apprentice, you will gain the skills and experience and/or understanding in business analysis methods and techniques.

Typical roles include:

- Business Intelligence Analyst
- Business Support Analyst
- Business Transformation Analyst
- Technical Data Analyst
- Business Readiness Analyst Trainee
- Business Impact Analyst
- Business Investigation Techniques
- Business Process Trainee
- Business Gap Analysis Trainee
- Business Change Assessment Analyst

Why Do This Apprenticeship
What Are The Benefits:

Employer Benefits

- Development of workplace problem solving skills

- Apprentices develop the critical skills demanded by employers

- Brings latest knowledge and practice into your business

- Enhances reputation, provides customer reassurance by investing in trained staff

- Develop effective and condiment staff with the ability to communicate and collaborate with colleagues

- Staff are confident and can recommend and implement improvements to services

- Maximises staff efficiency and productivity through the development of knowledge and increasing team motivation by developing a learning culture

- Staff champion excellent customer service and provide a better understanding around customer challenges and how to recognise and resolve

- Staff that provide a service in line with your organisation's standards and with appropriate regulatory requirements

- This standard aligns to the following professional recognition- BCS, The Chartered Institute for IT for Register of IT Technicians (RITTech) Level 4

Apprentice Benefits

- Structured techniques to investigate wants, needs, problems, and opportunities

- Document the current situation and apply relevant techniques to structure information

- Assist in the development of options and recommendations for change

- Model business processes using relevant techniques

- Perform business process analysis and improvement

- Redesign business process models in order to reflect changes in working practice or deliver improvements

- Analyse, validate, prioritise and document functional and non-functional requirements for business situations, using relevant techniques

- Identify data requirements relating to business improvement

- Assist in the management and controlled change of requirements

- Support the creation of data models to illustrate how data is represented within a business system

- Compare current and future state business situations in order to identify the changes required for business improvement

- Define acceptance criteria for business and system changes, and support business acceptance

- Identify and analyse stakeholders impacted by a proposed change, understand their perspectives, and assess how their interests are best managed

- Assess and document the drivers, costs, benefits, and impacts of a proposed business change

Typical Programme Structure

The course is delivered via a mix of face to face and online workshops, webinars, coaching cessions and workplace learning

Typical Programme Breakdown

- 10 x 5-hour workshops to cover knowledge elements of the standard

- 4 x skills development workshops and workplace visits

- 8 x 1 hr reviews and coaching sessions (virtual)

- 2 x 5-hour EPA preparation

- 10 x 2-hour coaching sessions design to build on the apprenticeship standards and help convert theory into practice (virtual/ face-to-face)

- Development of a Portfolio of Evidenceand assignment completion

- Completion of work-based project

- Completion of online learning modules as part of the off-the-job activities

Programme Length

Course duration 18-22 months plus EPA

How is training delivered

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

Learners will be taught and supported by Learning Skills Coaches who are experts in their field, with significant practical experience.

Workshops

Coaching & Mentoring

Online

Webinar

Observation

Review

1·1

Our Learning And Skills Coaches will:

Deliver online and face to face workshops

Cover the knowledge needed for each module through interactive and informative sessions

Help plan independent learning activities

Provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams

Provide feedback on written assignments and evidence submitted

Support you with preparation for End Point Assessment

Programme outline

01 Apply structured techniques to investigate wants, needs, problems and opportunities

02 Document the current situation and apply relevant techniques to structure information

03 Assist in the development of options and recommendations for change

04 Model business processes using relevant techniques

05 Perform business process analysis and improvement

06 Redesign business process models in order to reflect changes in working practice or deliver improvements

07 Undertake requirements elicitation with stakeholders to identify business and user needs

08 Analyse, validate, prioritise and document functional and non-functional requirements for business situations, using relevant techniques

09 Identify data requirements relating to business improvement

10 Assist in the management and controlled change of requirements

11 Support the creation of data models to illustrate how data is represented within a business system

12 Compare current and future state business situations in order to identify the changes required for business improvement

13 Define acceptance criteria for business and system changes, and support business acceptance

14 Identify and analyse stakeholders impacted by a proposed change, understand their perspectives and assess how their interests are best managed

15 Assess and document the drivers, costs, benefits and impacts of a proposed business change

Programme Summary

Knowledge

The definition, activities, and role of a Business Analyst

- Enabling business improvement and delivering IT system changes
- Waterfall and agile methodologies
- Quality assurance techniques
- Investigative techniques
- Process modelling
- Non-functional requirement areas
- Gap analysis process
- Business change impact assessment
- Legislation and industry standards
- And more

Skills

- Scope, plan and perform business analysis
- Communicate effectively
- Identify problems and opportunities
- Produce models of redesigned business processes
- Elicit requirements from stakeholders
- Prioritisation approaches
- Development of simple data models
- Support the development of models
- Analyse stakeholders' areas of interest and influence
- Cost/benefit analysis
- Evaluate key impacts

Behaviours

- Act logically, analytically, objectively
- Creative thinking in problem solving
- Work independently, collaboratively
- Thorough organised approach
- Build, maintain positive working relationships
- Use of relevant communication methods
- Awareness of wider business environment
- Interact with confidence
- Tailored presentation
- Flexible, effective, working in multidisciplinary teams
- Committed to continuous professional development

Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

IAG Workshop

- Induction & orientation including an English and Math's assessment
- Programme overview
- Health and Safety/ Equality and Diversity, Prevent/Safeguarding
- Introduction to OneFile (e portfolio)
- Expectations, and delivery model discussed
- Enrolment & registration paperwork

- Individual learning plan & SMART targets – First day of learning
- Progress review meeting schedule agreed
- Account manager touch points
- Expectations, and delivery model/timetable agreed
- Off-the-job
- Bespoke delivery and added value qualifications agreed

Initial Assessment

Complete BKSB Maths and English initial assessments

Diagnostic Assessment

Complete BKSB Maths and English diagnostic assessments

Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experience

Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

Remote Pre-enrolment Review

Attend 1 :1 remote session with the Learning and Skills Coach to talk through the pre-enrolment activities and skills scan to confirm suitability

Enrolment form (online)

Complete formal online enrolment form

Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

Formal on-boarding

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

Expectations and Commitment

We ask apprentices to:

Attend all face to face, virtual workshops, and master classes as per the delivery plan

Attend all programme reviews with the Learning and Skills Coach

Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of and qualification of the apprenticeship within the given timeframe

Complete all off-the-job activities to meet the 20% off-the-job requirement. Record all activities and reflections on OneFile

Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities

Complete shadowing of colleagues and mentoring

Eligibility

The eligibility criteria are as follows:

IUK/EU Resident for three years

Not currently a student in funded learning

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in Maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional Skills in Maths and English prior to end point assessment (EPA)

End Point Assessment

For the Level 4 Business Analyst, the EPA consists of a Project Proposal with a Presentation and Questioning, and a Professional Discussion underpinned by a Portfolio with the independent assessor. The apprentice will only enter the EPA 'Gateway' once the employer is content that the apprentice is working at or above the occupational standard. In making this decision, the in-work mentor may take advice from the EPA Organisation, but the decision must ultimately be made by them.

The EPAO determines when all other Gateway requirements have been met, and the EPA period will only commence once the EPAO has confirmed this. The EPA assessment period in Gateway can be anything from 4 weeks to 6 months.

EPA Journey

On programme learning
Minimum 18 months

Gateway

Planning / Meeting
30-minute remote
Video or telephonic conference
PC/Laptop Wi-Fi connection,
with apprentice, training provider,
employer and End Point Assessor

Project interview
1-hour estimated
Anywhere suitable, exam conditions,
PC/Laptop Wi-Fi connection, with
apprentice and End Point Assessor,
Employer/Mentor

Professional Discussion
1hour estimated.
Face to face / remote.
Anywhere suitable, exam conditions,
PC/Laptop Wi-Fi connection, with
apprentice and End Point Assessor

Grading and determination
Grading Fail/Pass/Distinction

ESFA certification

Presentation with Q&As
1-hourface-to-face
Apprentice's workplace, EPA access to workplace,
Apprentice, End Point Assessor

ESP/ Forward Together