

# BUSINESS CASE AND COURSE SYLLABUS: BCS MODELLING BUSINESS PROCESSES



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# Need to know

## Course name:

**BCS Modelling Business Processes**

## Course price:

**£995+VAT weekday virtual, £1195+VAT weekday classroom, £1395+VAT weekend virtual**

## Course duration:

**2.5 days midweek, 2 days weekend**

## Course dates:

**[Click here to see upcoming dates for this course](#)**

## Payment options:

**Payment is taken via our website by card or bank transfer. Other payment options can be discussed.**

## Key skills learned:

- Identify, analyse and model business processes at various levels
- Identify process measures and opportunities for improvement
- How to apply theory to practice by working with peers in small groups

## The impact this will have on learners

The BCS Modelling Business Processes course will equip learners with the skills they need in order to identify, model and improve business processes in your organisation to deliver business improvement and change.

The confidence boost that formal training can bring will also mean better employee output because they will need less direction and support to achieve success in their role.

## The positive impact this will have on your business

- Theoretical knowledge to support practical skills, even in beginner BAs
- Improved new and existing processes
- Higher productivity
- Increased efficiency
- Less reliance on senior team members
- More company loyalty

## Benefits at a glance of training with Metadata Training:

- Flexible training to fit any schedule
- Mid week or weekend courses
- Small class sizes for maximum learning experience
- Exam price included in the course price
- Take the exam when suits the learner best
- 5\* support

## Success stories

**[Click here to read reviews for Metadata Training](#)**

# Syllabus overview



The Context For Business Process  
Modelling



Identifying Processes



Modelling Processes



Evaluating And Improving  
Processes



Transition



Course Summary & Review

# Full syllabus

## 1. The Context for Business Processing Modelling (15%)

### **Candidates will be able to:**

- 1.1** Demonstrate an understanding of the purpose and benefits of business process modelling.
- 1.2** Identify the three levels of the business process hierarchy; organisation, process and task level.
- 1.3** Explain the importance of the process view versus the functional view of an organisation.
- 1.4** Describe the use of the POPIT model in assessing the impact of a new process design.
- 1.5** Discuss the use of pilot, phased, direct changeover and parallel running to implement business change.

## 2. The Organisational Context for Business Processes (20%)

### **Candidates will be able to:**

- 2.1** Understand the construction of an organisational level model of business process for a given business scenario
- 2.2** Understand how to construct an organisational model for a given scenario (Paul et al, Business Analysis, 3rd Edition).
- 2.3** Apply knowledge to distinguish between the external and internal elements of an organisational model.
- 2.4** Explain how the processes on the organisational model support the delivery of the value proposition.

## 3. Modelling the Business Processes (30%)

### Candidates will be able to:

**3.1** Understand the construction of a business process model for a given business scenario, using the following elements:

- a. Actors.
- b. Swim lanes.
- c. Tasks.
- d. Decision points with guard conditions.
- e. Start and end points.
- f. Process flows.
- g. Forks and joins.

**3.2** Explain why using a standard notation set is important.

**3.3** Apply knowledge to distinguish between the terms process, task and step; describe how they relate to each other.

**3.4** Demonstrate that a task typically involves one person (actor) at one place at one time (OPOPOT), and that it is represented as a single 'box' on a process model.

**3.5** Based on a given business scenario, identify external, internal and time-based business events.

**3.6** Explain the difference between internal performance measures and customer expectations of performance.



## 4. Documenting Tasks (15%)

**4.1** Understand how to construct a task description for a given business scenario, which includes the following elements:

- a. The name of the task.
- b. The actor (or role) carrying out the task.
- c. The trigger or business event that initiates the task.
- d. Any inputs to the task.
- e. The outputs expected from the task.
- f. The costs associated with the task.
- g. The measures that are applicable to the task.
- h. The standards that constrain the task.
- i. A detailed breakdown of the steps within the task.
- j. The business rules that are to be followed in performing the task.

**4.2** Demonstrate an ability to document the steps and business rules within a task, using UML activity diagram notation, and structured English.

## 5. Improving Business Processes (20%)

**Candidates will be able to:**

**5.1** Apply the following approaches to improving business processes: task automation; removal of gaps and disconnects; process re-engineering.

**5.2** Show understanding of the need to challenge business rules and assumptions when improving business processes.

**5.3** Identify the areas of a business process that may contribute to unsatisfactory performance from a given scenario.

**5.4** Explain the use of business scenarios in identifying combinations of conditions that the improved business process will need to handle.

**5.5** Conduct a gap analysis on a given 'to be' business process model, in order to identify the functional requirements for the IT system support for that business process.

## Examination format

This certificate is assessed through completion of an invigilated online exam which candidates will only be able to access at the date and time they are registered to attend.

<b>Type</b>	Multiple Choice and Multiple Response questions
<b>Duration</b>	60 minutes
<b>Supervised</b>	Yes
<b>Open Book</b>	No
<b>Passmark</b>	26/40 (65%)
<b>Delivery</b>	Digital or paper based.
<b>Calculators</b>	Calculators cannot be used during this examination.

Adjustments and/or additional time can be requested in line with the BCS reasonable adjustments policy for candidates with a disability, or other special considerations including English as a second language.



**Got more questions?**



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Book a call with a  
course adviser

