

# LEVEL 4 IS BUSINESS ANALYST



## THE APPRENTICE and TRAINING PARTNERSHIP

### **There is nothing standard about the new apprenticeship Standards!**

In 2017 modern apprenticeships underwent a major overhaul. Apprenticeships now represent the very best in vocational Further Education programmes and benefit the widest range of employees and employers for new career starts, upskilling for progression or changes in career direction.

### **Programme Overview**

An Information Systems Business Analyst (IS Business Analyst) is an advisory role that provides a critical layer of challenge and scrutiny for organisations who wish to deliver change in their IS.

An IS Business Analyst provides early, regular investigation and analysis to ensure the optimal IS solutions are chosen to meet business requirements. Given the consequences of IS solutions failing to meet ongoing organisational needs, it is crucial that this is undertaken before projects are initiated. Pre-project analysis ensures that there is thorough and well communicated understanding of 'root cause of problems, scope of opportunity and the range of options available to achieve the most effective outcomes.

The IS Business Analyst is a multi-faceted role. Practitioners have the ability to investigate business situations, identify and evaluate options for improvement and define features required by organisations. The main focus of an ISBA is to model business processes and to facilitate, coordinate and document detailed business requirements regarding the business change agenda. IS Business Analysts will determine and present solutions for how information systems can be used to improve operational efficiency and support acceptance testing to ensure that the proposed solution meets the defined requirements.

The IS Business Analyst provides a recognised career with professionals taking lead roles in successful change delivery in many organisations.

### **Who is it for?**

Typical job titles include (but are not limited to);

- IS Business Analysis
- IT Business Analysis
- Business Systems Analysis
- Requirements Analysis / Engineering
- Business Process Analysis

### **Entry Requirements:**

Entry requirements exist for all funded Further Education programmes. These ensure the value, gain and success of the programme. The ATP will conduct the processes with employers and prospective apprentices to determine correct funding eligibility.

### **Job role eligibility (known as Competency Role Map):**

The job role must contain opportunity for an apprentice to practice the content set out in the apprenticeship Standard to achieve vocational competency. Apprentices must have the opportunity to practice the knowledge taught in training sessions in order to convert new knowledge in to sustainable skills applied in the workplace.

Each apprenticeship requires a portfolio of evidence this will showcase the apprentice's work and will be reviewed by the apprenticeship assessment organisation to determine how well new knowledge has been

successfully utilised vocationally. If a job role is close to the eligibility criteria we will consult with employers to see if adjustments can be made to ensure criteria is met.

### **Initial assessment of existing knowledge and skills:**

A prospective apprentice must stand to gain significant knowledge and skills from an apprenticeship. If the apprenticeship is too advanced for them or if they already know much of the knowledge and skills the apprenticeship would provide then they may not be eligible for the funding.

The ATP will review existing qualifications, knowledge and skills to determine if the prospective apprentice will benefit from the proposed apprenticeship such that it meets the funding criteria. In most instances this is very straightforward, however in some instances funding can be specially authorised for reduction in order to fund the parts of an apprenticeship that would be relevant. The ATP will provide the assessment for these possibilities.

The Level 4 Information Systems Business Analyst is highly technical, so whilst employers can select their own entry criteria, they should include; at least 5 GCSEs including English and Mathematics and hold a minimum of 120 UCAS points, or equivalent as a minimum to help ensure success.

In many cases this type of apprenticeship can demand a higher capability of English and maths than is taught at GCSE or A-Level. For example, advanced report writing, budgeting, complex structured explanations and/or advanced formulae and statistics. The ATP will provide both functional and advanced English and maths diagnostics and teaching to ensure each apprentice is fully supported in these areas.

### **Programme Duration:**

This apprenticeship is delivered over 24 months for full-time employees. For part-time employees the term may be extended depending on the contracted hours.

### **Standard Delivery Model:**

Apprenticeship training is delivered through a blend of weekly live web-based classrooms and regular face-to-face mentoring sessions that are held on a one-to-one basis in the workplace.

These live classrooms are held through Microsoft Teams. This software provides the full suite of educational tools including everything you would find in a conventional classroom and more e.g. live open interactions, private breakout rooms, note and question queues and interactive illustration boards. We can also use movie green screen technology for lesson illustrations.

A full timetable for the training, mentoring, exams and assessments is provided at the outset. Progress is reviewed at 12-week intervals in a meeting between the mentor, apprentice and employer (typically the apprentice's line manager).

Employers and apprentices have full visibility of progress in real-time by accessing the e-portfolio system,

alternatively regular updates can be provided by other means if preferred.

### **End Point Assessment (EPA):**

Aside from qualifications that can be obtained by doing an apprenticeship, the most important and valuable goal is what has been achieved during the programme.

Successful apprentices will obtain a Pass, Merit or Distinction in their apprenticeship. The way a Pass, Merit or Distinction is determined is at a stage called End Point Assessment which takes place once all the learning has been completed. Like all examinations, a mock will take place before the final assessment.

Once all components of the apprenticeship have been achieved including the mock, a final review is conducted to ensure everything has been covered, this is called gateway. Then the apprentice will undergo their End Point Assessment.

### **The EPA for this programme consists of:**

1. Portfolio of Evidence demonstrating work on 6-8 projects covering all the standard criteria
2. Employer Reference built over the course of the apprenticeship during the 12 week reviews, covering all the standard criteria
3. Synoptic Project, a business project completed in the final stages of the apprenticeship (this can sometimes include a virtual lab where appropriate), taking between 10-40 hours over a maximum of 2 weeks
4. A structured interview with the assessors – exploring the project, portfolio of evidence and employer reference

### **Programme Structure:**

The programme is broken down into areas to ensure that each apprentice has a rounded knowledge of principles, techniques and technologies. This involves an understanding of knowledge, skills and behaviour; as well as managing self and delivering results.

### **Technical Competencies**

The IS Business Analyst will be able to undertake the following responsibilities in line with organisational procedures;

#### **Investigation**

- Apply structured techniques to investigate wants, needs, problems and opportunities
- Document existing situation applying techniques to structure information
- Assist in recommending business and IS changes

#### **Business Process Modelling**

- Model business scenarios with defined boundaries using contemporary techniques and digital tools

- Analyse business processes to identify improvement opportunities
- Redesign business processes using scenario and solution models
- Procedures, tools and techniques that can be used to conduct all stages of IS Business analysis
- Investment appraisal, benefits realisation and management

### **Data Modelling**

- Create data models to illustrate how data is represented within business systems
- Revise data models in accordance with different proposed solutions including Acceptance Testing
- Define acceptance tests for business change and IS solutions
- Purpose and value of quality assurance techniques
- The role and application of contemporary modelling software and techniques in modelling the current and proposed business processes
- Scope, plan and manage Business Analysis tasks
- To document options, proposals and plans arising from a specified IT Business Analysis assignments through to sign-off processes

### **Requirements Engineering and Management**

- Elicit requirements from stakeholders to identify business and user needs
- Analyse, validate, prioritise and document functional and non-functional business situation requirements
- Identify business improvement data requirements
- Assist in management and control through requirement changes
- Importance of communicating effectively and in a timely manner with a range of stakeholders during an IS Business Analysis assignment

### **Acceptance Testing**

- Compare current and future business scenarios to develop business improvement roadmaps

### **Stakeholder Analysis and Management**

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

### **Business Impact Assessment**

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

### **Technical Knowledge and Understanding:**

Delivered through one-to-one training sessions, workshops, tutorials and applied according to the business environment.

Be able to understand and undertake the following:

- Internal and external environmental analysis of an industry domain
- Business change and system development lifecycles work, including use of appropriate methodologies and impact of organisational culture
- The role of the IS Business Analyst and its relationship with other roles in business change initiatives, including those with system development responsibility
- The value of Business Analysis in improving the IS system performance of an organisation
- What is meant by IS Business Analysis and the stages of activity that constitute it



### Underpinning Skills, Attitudes and Behaviours:

Through a blend of on job training, one-to-one training sessions, workshops and tutorials applied according to the business environment apprentices are taught to demonstrate:

- Logical and creative thinking skills to help solve business change challenges
- Ability to work independently and to take personal responsibility appropriate to the role
- Own initiative in a range of IS business change scenarios
- A thorough and organised approach to planning and analysis inline with business priorities
- Ability to work with a range of internal and external people impacted by IS business change
- Ability to communicate effectively in a variety of situations including IS business change workshops and interviews
- Maintain a productive, professional and secure working environment within relevant organisational and legislative requirements

The designated trainer will support the employer and apprentice throughout the programme as a single point of contact for questions and queries. This includes additional support for portfolio and project preparation, along with any advice and guidance needed.

### Progression:

This apprenticeship is recognised for entry onto the BCS Register of IT Technicians confirming SFIA (Skills Framework for the Information Age) level 3 professional competence and those completing the apprenticeship are eligible to apply for registration.

### Next steps:

To configure an ideal apprenticeship we will meet with you face to face or over zoom to discuss your requirements, present the options and collaborate to determine the best apprenticeships to meet your needs. We will provide ongoing support including:

- Recruitment of apprentices
- Quality assured Information Advice and Guidance
- Updates and information on legislation and funding
- Support and guidance for apprentice and employer throughout the apprenticeship
- Access to a comprehensive suite of resources and support material via OneFile
- Industry specialist qualified trainers and mentors

