

## **Information Systems Business Analyst Level 4 Apprenticeship Standard (Shropshire)**

Level: 4

Duration (norm): 18 months

Code: ST0117

Max Funding Value: ??18,000

Delivery Model: The apprentice will visit the training center once every four weeks (day release). In addition, the trainer will visit the employer site for reviews throughout the duration of the course.

English and Mathematics: Level 2/C for both must be achieved prior to End Point Assessment (this content will be blended into the apprentice's study programme if it is required).

### **Knowledge**

- How to conduct internal and external environmental analysis of an industry domain.
- How business change and system development lifecycles work, including the use of appropriate methodologies and impact of organisational culture.
- The role of the Information Systems (IS) Business Analyst and its relationship with other roles on a business change initiative 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.
- The procedures, tools and techniques that can be used to conduct all stages of IS business analysis.
- The approach to investment appraisal, benefits realisation and management.
- The 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.
- How to scope, plan and manage business analysis tasks.
- How to document options, proposals and plans arising from a specified IT business analysis assignment and the sign-off process.
- The importance of communicating effectively and in a timely manner with a range of stakeholders during an IS business analysis assignment.

## Skills

- **Investigation Techniques:** Apply structured techniques to investigate wants, needs, problems and opportunities. Document the current situation and apply relevant techniques to structure information. Assist in the recommendation of business and IS changes.
- **Business Process Modelling:** Model business situations with clearly-defined boundaries using contemporary modelling techniques and digital modelling tools. Analyse business process models to identify opportunities for improvement. Redesign business process models using different scenarios and different solution models.
- **Requirements Engineering and Management:** Elicit requirements from stakeholders to identify business and user needs. Analyse, validate, prioritise and document functional and non-functional requirements for business situations. Identify data requirements relating to business improvement. Assist in the management and controlled change of requirements.
- **Data Modelling:** Create data models to illustrate how data is represented within a business system. Revise the data model in accordance with different proposed solutions.
- **Gap Analysis:** Compare current and future state business situations with a view to developing a roadmap for business improvement.
- **Acceptance Testing:** Define acceptance tests for business change and IS solutions.
- **Stakeholder Analysis and Management:** Identify stakeholders impacted by a proposed change, understand their perspectives and assess how their interests are best managed.
- **Business Impact Assessment:** Assess and document the drivers, costs, benefits and impacts of a proposed business change.

## Behaviours

- Logical and creative thinking skills to help solve business change challenges.
- Analytical and problem solving skills within IS and business change environments.
- Able to work independently and to take responsibility appropriate to the role.
- Uses own initiative in a range of IS business change situations.
- A thorough and organised approach: planning analysis activities in line with business priorities.
- Ability to work with a range of internal and external people impacted by IS business change.

## External Qualification

This apprenticeship does not feature any external qualifications.

## Endpoint Assessment

- A portfolio presented towards the end of the apprenticeship, containing evidence from real work projects which have been completed during the programme. Taken together, this will cover the totality of the Standard and is assessed as part of the End Point Assessment.
- A business-related project undertaken over a one-week period away from the workplace.
- An employer reference.
- A structured interview with an independent assessor, exploring what has been presented in the portfolio and the project as well as looking at how it has been produced.

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