

# BCS Modelling Business Processes

## Course Overview

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This course covers the syllabus and exam for the BCS practitioner level certificate of Modelling Business Processes.

This certificate is concerned with the investigation, modelling and improvement of business processes. Business processes are defined as *'the means by which an organisation carried out its internal operations and delivers its products and services to its customers'*. Candidates are required to appreciate the hierarchy for business processes, and apply business process modelling techniques within a framework for business process improvement.

The course is delivered with BPMN (Business Process Modelling Notation) being used as the base technique.

## Intended Audience

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This course is suitable for those with little or no experience of process modelling, or for those with some modelling experience who wish to learn the basics of BPMN.

This course is also suitable for those at any level who want to obtain the BCS certificate in Modelling Business Processes, a Practitioner specialism for the BCS International Diploma in Business Analysis.

## Course Objectives

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By the end of the course the delegate will be able to:

- Identify and model core business processes at an organisational level
- Identify and model business processes at the process level
- Identify the events that trigger the business processes
- Identify the outcomes from the business processes
- Model the actors, tasks and process flows that comprise a business process
- Analyse the tasks within a business process
- Identify the business rules applied within tasks
- Analyse the performance issues of individual tasks
- Identify the performance measures applied within a business process
- Analyse and improve business processes

## Course Structure

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This is a 2-day intensive course. On-site customers who wish to have a less intensive training course, or who do not want delegates to complete pre-reading prior to the course may choose to have the course delivered over three days instead of two. Please let us know if this is required.

Delegates are encouraged to learn through group exercises including a case study as well as exam-based exercises.

The BCS exam in Modelling Business Processes is taken during the final 1 hour 15 minutes of the course.

As this is an exam-based course, attendees will be given the option to complete around 1 hour of homework each evening. This is intended to prepare delegates for the exam.

## Course Preparation

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There is a recommended pre-reading document for this course which will be supplied by us. This pre-reading will take around 4 hours to complete.

## Examination & Accreditation Details

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The BCS exam in Modelling Business Processes is taken on the afternoon of the last day of this course. The format for the examination is a one hour written open book examination based on a business scenario with 15 minutes reading time.

Candidates must achieve 50% to be awarded a pass grade.

Candidates who are awarded a pass for the examination are awarded the BCS Certificate in Modelling Business Processes.