

Business Process Analysis and Modelling

15 Credits

150 Notional Hours

15 weeks

10 hours per week

Learn how organisations analyse, document, and improve business processes to enhance efficiency and support digital transformation. In this microcredential, you will explore techniques for mapping and modelling business processes, identifying opportunities for improvement, and evaluating how processes contribute to organisational performance. You'll also discover how Digital Business Analysts collaborate with stakeholders to understand business needs, recommend practical improvements, and support the successful implementation of business process changes.



Skills you will develop

- Business Process Analysis
- Process Modelling and Improvement
- Process alignment
- Problem solving
- Cross-functional Thinking



What you will learn

- Introduction to Business Process Analysis
- Process Mapping and Documentation (As-Is Modelling)
- Identifying Opportunities for Automation and Digitalisation
- Evaluating Process Improvements and Business Impact
- Human Factors and User Experience in Process Reengineering
- Process Improvement and Reengineering in Digital Contexts

Who this course is for

This microcredential is designed for aspiring or early-career Digital Business Analysts, as well as professionals working in business, operations, IT, or digital environments who want to understand, analyse, and improve business processes. It is also well suited to anyone interested in identifying inefficiencies, modelling business processes, and contributing to organisational improvement initiatives. No prior experience in business process analysis is required. This microcredential forms part of the **Higher Certificate in Digital Business Analysis** (NQF Level 5). Learners who successfully complete the microcredential will receive **advanced standing towards the full qualification** when they enrol, enabling them to accumulate credits progressively while building practical, job-ready skills.

Learning Outcomes

- Apply techniques for analysing and improving business processes.
- Create business process models using industry-standard tools.
- Identify opportunities for process automation and digitalisation.
- Evaluate the impact of process changes on business outcomes.
- Integrate human factors into process reengineering to enhance user experience.

All learning material and prescribed textbooks included.

The Business Process Analysis and Modelling microcredential (15 credits, NQF Level 5) is a formally approved component of the SAQA-registered (Higher Certificate in Digital Business Analysis – SAQA ID 125619) while not registered independently on the NQF, the credits awarded derive from and contribute toward the registered qualification in accordance with HEQSF and CHE requirements.

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