BCS Level 3 Award in Business Processes Syllabus
QAN 603/0297/5

Version 3.0
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This is a United Kingdom government regulated qualification which is administered and approved by one or more of the following: Ofqual, Qualification in Wales, CCEA or SQA

BCS Level 3 Award in Business Processes

Contents

Change History

Any changes made to the syllabus shall be clearly documented with a change history log. This shall include the latest version number, date of the amendment and changes made. The purpose is to identify quickly what changes have been made.

Version Number	Changes Made
Version 1.0 July 2016	Syllabus Created
Version 1.1 October 2016	Content added to learning outcome 1.
Version 1.2 December 2016	Compliance statement added.
Version 2.0 August 2017	Major amendments following full review
Version 3.0 February 2019	Edits made to topic one to address out of date DPA 1998

Introduction

This award is the fifth module of the five knowledge modules required for the Level 3 Infrastructure Technician Apprenticeship. It covers the range of concepts, approaches and techniques that are applicable to business processes, for which apprentices are required to demonstrate their knowledge and understanding.

Objectives

Apprentices should be able to demonstrate knowledge and understanding of business processes principles and techniques. Key areas are:

1. Understanding and complying with business processes.
2. Working knowledge of business IT skills relevant to the organisation.

Evidence of lessons learnt in these key areas should be collected and reflected upon when the apprentice is compiling the summative portfolio as the apprentice could identify how the task might be done better/differently with knowledge subsequently gained.

Target Audience

The award is relevant to anyone enrolled on the Level 3 Infrastructure Technician Apprenticeship programme.

Course Format and Duration

Candidates can study for this award by attending a training course provided by a BCS accredited training provider. The estimated total qualification time for this award is 80 hours.

Eligibility for the Examination

Individual employers will set the selection criteria, but this is likely to include 5 GCSEs (especially English, mathematics and a science or technology subject); other relevant qualifications and experience; or an aptitude test with a focus on IT skills.
Level 2 English and Maths will need to be achieved, if not already, prior to taking the endpoint assessment.

Format and Duration of the Examination

The format for the examination is a 30-minute multiple-choice examination consisting of 20 questions. The examination is closed book (no materials can be taken into the examination room). The pass mark is 13/20 (65%).

Additional Time for Apprentices Requiring Reasonable Adjustments Due to a Disability

Apprentices may request additional time if they require reasonable adjustments. Please refer to the reasonable adjustments policy for detailed information on how and when to apply.

Additional Time for Apprentices Whose Language is Not the Language of the Examination

If the examination is taken in a language that is not the apprentice's native / official language, then they are entitled to 25% extra time.

If the examination is taken in a language that is not the apprentice's native / official language, then they are entitled to use their own **paper** language dictionary (whose purpose is translation between the examination language and another national language) during the examination. Electronic versions of dictionaries will **not** be allowed into the examination room.

Guidelines for Training Providers

Each major subject heading in this syllabus is assigned an allocated time. The purpose of this is two-fold: first, to give both guidance on the relative proportion of time to be allocated to each section of an accredited course and an approximate minimum time for the teaching of each section; second, to guide the proportion of questions in the exam. Training providers may spend more time than is indicated and apprentices may spend more time again in reading and research. Courses do not have to follow the same order as the syllabus. Courses may be run as a single module or broken down into two or three smaller modules.

This syllabus is structured into sections relating to major subject headings and numbered with a single digit section number. Each section is allocated a minimum contact time for presentation. Apprentices should be encouraged to consider their summative portfolio throughout the modules.

Syllabus

For each top-level area of the syllabus a percentage and K level is identified. The percentage is the exam coverage of that area, and the K level identifies the maximum level of knowledge that may be examined for that area.

1   Business Processes (44%, K2)

In this topic, the apprentice will gain an understanding of business processes and how to comply with them. The successful apprentice should be able to:

1.1   Identify common security legislation / standards.
- ISO 27001;
- Computer Misuse Act;
- Data Protection Act 2018 / GDPR.

1.2   Discuss how principles from legislation apply to daily operational scenarios.
- ISO 27001;
- Computer Misuse Act;
- Data Protection Act 2018 / GDPR.

1.3   Define what should and should not be classed as confidential material.

1.4   Understand the necessity and use of:
- standard operating procedures (SOPs);
- disaster recovery plans.

1.5   Identify relevant legislation / standards.
- Data Protection Act 2018 / GDPR;
- Freedom of Information Act 2000.

1.6   Summarise the 6 data protection principles and identify the exceptions to the principles.
- national security;
- crime prevention.

1.7   Identify who enforces GDPR and what penalties they can enforce.
- fines;
- prison sentences;
- enforcement notices.

2   Working Knowledge of Business IT Skills (56%, K2)

In this topic area, the apprentice will gain a working knowledge of business IT skills that are relevant to the organisation. The successful apprentice should be able to:

2.1   Understand an organisation's IT requirements and how they relate to business strategy.
   • network availability;
   • asset management;
   • security;
   • maintenance.

2.2   Recognise the difference between on premise and off premise.

2.3   Recognise the IT systems used for:
   • Finance;
   • HR;
   • Sales and Marketing;
   • IT Service Help Desk.

2.4   Define the following terms:
   • Infrastructure as a Service [IaaS];
   • Software as a Service [SaaS];
   • Platform as a Service [PaaS].

2.5   Recognise the requirements of the following roles:
   • HR;
     o support and communication;
   • Finance;
     o analytics and governance;
   • Sales and Marketing;
     o design and communication;
   • IT service Help Desk;
     o Technical advice and guidance.

2.6   Summarise the difference between Agile and Waterfall methods of software development.
   • design;
   • build;
   • test;
   • maintain.

2.7   Recognise common types of desktop applications.
- word processor;
- spreadsheets;
- database;
- email;
- presentation software.

2.8   Recognise different messaging clients and the benefit they can bring for team working / collaboration instead of email.

2.9   Discuss good principles of document management.
- revision numbers;
- separate authors and reviewers;
- backups;
- consistent folder structure.

Levels of Knowledge / SFIA Levels

This syllabus will provide apprentices with the levels of difficulty / knowledge skill highlighted within the following table, enabling them to develop the skills to operate at the levels of responsibility indicated. The levels of knowledge and SFIA levels are explained on the website www.bcs.org/levels. The levels of knowledge above will enable apprentices to develop the following levels of skill to be able to operate at the following levels of responsibility (as defined within the SFIA framework) within their workplace:

Level	Levels of Knowledge	Levels of Skill and Responsibility (SFIA)
K7		Set strategy, inspire and mobilise
K6	Evaluate	Initiate and influence
K5	Synthesise	Ensure and advise
K4	Analyse	Enable
K3	Apply	Apply
K2	Understand	Assist
K1	Remember	Follow

Question Weighting

Syllabus Area	Target number of questions
1. Business Processes	9
2. Working Knowledge of Business IT Skills	11
Total	**20 Questions**

Format of Examination

Type	20 Question Multiple Choice.
Duration	30 minutes. An additional 25% will be allowed for apprentices sitting the examination in a language that is not their native / mother tongue.
Pre-requisites	Training from a BCS accredited training provider is strongly recommended but is not a pre-requisite.
Supervised	Yes.
Open Book	No.
Pass Mark	13/20 (65%).
Calculators	Calculators cannot be used during this examination.
Total Qualification Time (TQT)	80 Hours, 53 GLH recommended.
Delivery	Online.

Trainer Criteria

Criteria	▪ Have 10 days training experience or have a train the trainer qualification ▪ Have a minimum of 3 years practical experience in the subject area

Classroom Size

Trainer to Apprentice ratio	1:16