

**Learners** will need to be able to demonstrate through their written work, what and how they met the requirements of the 15 learning areas below. It must be work the learner did themselves so they can write and talk about each aspect and provide examples supported by evidence.

Unit	Unit Requirements
Duty 1	Apply <b>structured techniques</b> to investigate wants, needs, problems and opportunities.
Duty 2	Document the current situation and apply relevant techniques to <b>structure information</b> .
Duty 3	Assist in the <b>development</b> of options and recommendations for <b>change</b> .
Duty 4	<b>Model business processes</b> using relevant techniques.
Duty 5	Perform <b>business process analysis</b> and improvement.
Duty 6	<b>Redesign business process models</b> in order to reflect changes in working practice or deliver <b>improvements</b> .
Duty 7	Undertake <b>requirements elicitation</b> with stakeholders to identify business and user needs.
Duty 8	Analyse, validate, prioritise and document <b>functional</b> and <b>non-functional requirements</b> for business situations, using relevant techniques.
Duty 9	Identify <b>data requirements</b> relating to business improvement.
Duty 10	Assist in the <b>management</b> and <b>controlled change</b> of requirements.
Duty 11	Support the <b>creation of data models</b> to illustrate how data is represented within a business system.
Duty 12	Compare <b>current</b> and <b>future state business situations</b> in order to identify the changes required for business improvement.
Duty 13	<b>Define acceptance criteria</b> for business and system changes, and support business acceptance.
Duty 14	<b>Identify</b> and <b>analyse stakeholders</b> impacted by a proposed change, understand their perspectives and assess how their interests are best managed.
Duty 15	Assess and document the drivers, costs, benefits and impacts of a <b>proposed business change</b> .