

2026 BCS PC-BA-FBA-20: BCS Foundation Certificate in Business Analysis V4.0 Interactive EBook



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BCS Foundation Certificate in Business Analysis V4.0 Sample Questions (Q71-Q76):

NEW QUESTION # 71

A batch program runs every night to raise invoices. The next day these invoices are posted out to customers by a clerk. Customers

pay the invoices with cheques. The cheques are then banked by a clerk.
In this scenario, which of the following represents a business event?

- A. System prints invoices.
- B. Clerk banks the cheque.
- C. Clerk sends invoices to customers.
- **D. Customer's cheque is received.**

Answer: D

NEW QUESTION # 72

Which of the following BEST describes the term value proposition?

- **A. The value that a product or service offers to customers.**
- B. The net present value of a proposed project.
- C. The value of the Internal Rate of Return of a project
- D. The proposed value of benefits in a cost-benefit analysis.

Answer: A

NEW QUESTION # 73

What is shown by the actor-task level of the business process hierarchy?

- A. The event triggering the business process.
- **B. The work conducted within each individual task.**
- C. The actors involved in the business process.
- D. The work carried out to complete the business process at an overview level.

Answer: B

Explanation:

The actor-task level is the lowest and most detailed level of the business process hierarchy. Its purpose is to show the sequence of actions and decisions taken by specific actors to complete a process. It effectively illustrates the work conducted within each individual task (often referred to as the procedure or work instruction). This level details how the work is performed.

Option A describes the Event-Response level (mid-level).

Option C is only part of the description-the actor is crucial, but the level shows the tasks they perform.

Option D describes the trigger for the Event-Response level.

(Reference: BCS Modelling Business Processes / BCS Business Analysis Practice - Business Process Hierarchy)

NEW QUESTION # 74

Halliday Holdings is embarking on a programme to improve its customer experience. On joining the programme, Natasha wants to gain an understanding of how its current brand is perceived. Which would be the BEST source of information for Natasha?

- A. The company's organisational structure
- B. The company's complaints procedures
- **C. Independent industry websites**
- D. The company website

Answer: C

Explanation:

To determine the best source of information for Natasha to understand how Halliday Holdings' brand is perceived, we need to evaluate the options based on their relevance and objectivity.

Evaluation of Each Option:

A. Independent industry websites:

Independent industry websites often provide unbiased insights into how a company's brand is perceived by customers, competitors, and the market. These sources aggregate reviews, ratings, and expert opinions, making them a valuable resource for understanding external perceptions.

Conclusion: This is the best source .

B . The company website:

The company website reflects the organization's internal perspective and branding efforts. While useful for understanding how the company presents itself, it does not provide an external view of brand perception.

Conclusion: This is not the best source .

C . The company's organizational structure:

The organizational structure provides insights into the company's internal hierarchy and operations but does not relate to external brand perception.

Conclusion: This is not relevant .

D . The company's complaints procedures:

Complaints procedures reflect internal processes for handling customer issues but do not provide a comprehensive view of overall brand perception.

Conclusion: This is not the best source .

NEW QUESTION # 75

Who should be defined as the owner of a risk?

- **A. The person best placed to take the necessary counter-measures to the risk**
- B. The person who identified the risk in the initial requirements analysis.
- C. The person who documented the risk in the risk register
- D. The person responsible for defining the probability of the risk.

Answer: A

NEW QUESTION # 76

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