

Level 3

APPRENTICESHIP STANDARD

HR Support



For careers in human resources

- Human Resources Assistant
 - Human Resources Manager
-

Standard overview

Human resources professionals can work in small or large organisations to handle day-to-day enquiries and to provide advice. HR professionals will work on a number of HR processes from recruitment all the way through to retirement. They will use HR systems to keep records of employees as well as the business they serve.

HR professionals will typically be providing advice to managers on a wide range of HR issues using company policy and current law, and giving guidance which is compliant with the organisation.

This standard is suitable for school leavers and those wishing to progress or formalise their qualifications in human resources.

Standards – the benefits

At Learning Unlimited, we provide high quality training and development solutions for organisations across the UK. The Level 3 apprenticeship standard offered by Learning Unlimited brings together a range of benefits. From start to finish, we work with your business to tailor our training to meet your needs. With an excellent track record in delivering training to a variety of organisations and businesses, we can find a solution to help you take your staff to the next level.

Entry requirements

- Employers will set their own entry requirements. However, apprentices will be required to have achieved Level 2 in Functional Skills maths and English before taking their End Point Assessment.

Duration

- 18 months

Workplace behaviours development

- Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing. Maintains appropriate confidentiality at all times. Has the courage to challenge when appropriate.
- Adapts positively to changing work priorities and patterns when new tasks need to be done or require change.
- Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur.

End Point Assessment (EPA)

- Consultative project
- Professional discussion

Skills and knowledge development

- Understands the structure of the organisation.
- Understands the systems, tools and processes used in the role, together with the standards to be met.
- Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support, primarily to managers.
- Deals effectively with customers/colleagues, using interpersonal skills and communication skills, through a range of media e.g. phone, face-to-face and email.
- Consistently supports colleagues/collaborates within the team to achieve results.
- Identifies opportunities to improve HR performance and service; acting on them within the authority of their role.
- Keeps up-to-date with business changes and HR legal/policy/process changes relevant to their role.

Qualifications or Industry Accreditation gained

- The successful apprentice may be eligible to apply for Associate membership of the Chartered Institute of Personnel and Development (CIPD) or any other professional body that recognises this apprenticeship within its membership criteria (membership is subject to the professional bodies own membership requirements).

It forms the foundation of a career within the profession, giving the base for further development through a career path within an organisation and/or through the HR Consultant/Partner apprenticeship. The apprentice can choose to stay within core HR or diversify into one of the specialist areas of HR.

Delivery plan and apprentice progression

Throughout the apprenticeship, the apprentice is supported by a work-based tutor and employer mentor to ensure that they are progressing at the right pace and developing the skills and knowledge expected.

Month 1-5

- Underpinning knowledge and skills
- Portfolio tasks
- Additional knowledge modules (where applicable)

Month 6-10

- Practical skills development
- Portfolio tasks
- Additional knowledge modules (where applicable)

Month 11-15

- Advanced knowledge and skills
- Mock mini consultative project
- Portfolio tasks
- Mock professional discussion

Month 16-18

- Gateway meeting
- Project plan submission
- Project completed and submitted to EPA
- Professional discussion (EPA)

Off-the-job training

Every apprenticeship includes off-the-job training – equivalent to one day per week. This takes place during time normally spent at work but does not include the usual daily duties and responsibilities carried out as part of their normal role. It can consist of work and tasks ranging from projects, lectures and seminars to day release, blended learning and training to use specialist equipment.

It can form part of regular weekly sessions or be combined for larger blocks of time, depending on the approach that works best for the employer.

The delivery plan is for illustrative purposes only and may be subject to change.

Progression

Upon successful completion apprentices will be eligible for the following job roles or further studies:

- Higher level course or apprenticeship
- Employment within human resources or related operational area