

HR SUPPORT LEVEL 3



HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation. Their work is likely to include handling day to day queries and providing HR advice; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes. They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk. In a larger organisation they may also have responsibility for managing a small team – this aspect is outside the scope of this apprenticeship and will need to be covered separately by the employer.

Delivery model

The delivery of the programme will be through a blend of online learning, video tutorials, virtual classrooms, 1-1 coaching and practical learning opportunities.

All learning will be supported by dedicated Learning Practitioners.

When you have completed all of the agreed learning and achieved the required exams, you will be invited to attend a gateway meeting to discuss readiness for end point assessment (EPA). If no further learning is identified, you will progress through to EPA. You will be assessed against the requirements of the standard and awarded a final, overall grade for your apprenticeship.

Your commitments

If you do not currently hold English and maths qualifications at level 2, you will undertake Functional Skills at Level 2 as part of your apprenticeship programme.

You are entitled to 20% of your working hours away from your job to complete work towards your apprenticeship programme. Your Learning Practitioner will support you and your employer to measure and record this across the whole of your apprenticeship.





Entry requirements

- Initial Assessments in maths and English at Level 1 or above



Typical duration

14 months + 3 months EPA



Delivery model

Virtual learning and coaching through:

- Online
- Zoom
- Microsoft Teams
- Workplace Development Activities 1-1 coaching



Knowledge, Skills & Behaviours

- Business understanding
- HR Legislation and policy
- HR Function
- HR Systems and processes
- Service delivery
- Problem solving
- Communication and interpersonal
- Team work
- Process Improvement
- Managing HR information
- Personal development
- Honesty and integrity
- Flexibility & resilience



End Point Assessment

- 3000-word project
- Professional discussion

It's as easy as...

1.
Sign-up

2.
Launch Programme

3.
Induction



Knowledge

Knowledge will be delivered through online webinars, 1-1 sessions and individualised learning resources by our Specialist and highly experienced HR Level 7 Learning Coaches. You will learn about HR functions, systems and processes as well as legislations policies.

Skills

Skills will be developed through underpinning knowledge delivered by online webinars, 1-1 coaching and workplace mentoring and experiences. Some of the core technical skills you will develop are problem solving, service delivery and managing HR information.

Behaviour

We will support you in developing key behaviours to be a competent HR Assistant: Honest, flexible and resilient.

End Point Assessment Requirements

The Consultative Project is a real example of work demonstrating how HR related skills and knowledge have been used to deliver HR services to support a customer.

Professional discussion focuses on the skills and behaviours specified in Apprenticeship Standard, together with any knowledge and skills components that were not previously covered in the Consultative Project.