



# HR Support Apprenticeship Standard – 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.

### How will Apprentices learn?

Our Personal Training Advisors will deliver high-quality face-to-face teaching and learning at the employer's premises. They will provide all the resources your Apprentices will need to progress.

Our intuitive learner management system, OneFile will really bring the subject to life through our online resources. We provide real-time learner information so that you will always know what is being taught and how learners are progressing.

### What will Apprentices learn?

This Apprenticeship has been designed to develop existing and new skills and to equip Apprentices with the knowledge, skills and behaviours required to support them in their role.

Our Apprenticeships provide highly effective teaching and learning tailored to meet individual business needs and to provide job-specific skills vital for peak business performance.

The HR Support apprenticeship requires the development of following professional behaviours, knowledge and skills. Some are detailed below;

- HR Legislation and Policy
- Problem Solving
- Honesty & Integrity
- Managing HR Information
- Personal Development

### Duration

The minimum timeframe for this qualification is 15 months. End Point Assessment will follow teaching and learning period and is estimated to take 3 months.

### Maths and English functional skills

Apprentices will be required to have or achieve level two English and Maths.

### Off the job (OJT)

The apprentice must receive off-the-job training for a minimum of 20% of the time that they are paid to work.

There are many activities that can be calculated towards the OJT hours such as;

- Shadowing a colleague
- Online learning
- Internal training
- Team Meetings
- Appraisal/1-2-1 visits

The full criteria of this qualification can be accessed by visiting

[instituteofapprenticeships.org/apprenticeship-standards/hr-support/](http://instituteofapprenticeships.org/apprenticeship-standards/hr-support/)



# HR Support

## Knowledge, Skills and Behaviours – Level 3



Knowledge	What is required
<b>Business understanding</b>	Understands the structure of the organisation; the products and services it delivers; the external market and sector within which it operates; where their role fits in the organisation; the 'Values' by which it operates and how these apply to their role.
<b>HR Legislation and Policy</b>	Basic understanding of HR in their sector and any unique features. Good understanding of HR legislation and the HR Policy framework of the organisation. Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice.
<b>HR Function</b>	Understands the role and focus of HR within the organisation; its business plan / priorities and how these apply to their role.
<b>HR Systems and Processes</b>	Understands the systems, tools and processes used in the role, together with the standards to be met, including the core HR systems used by the organisation.

Skills	What is required
<b>Service Delivery</b>	Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers. Builds managers' expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate. Uses agreed systems and processes to deliver service to customers. Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards. Plans and organises their work, often without direct supervision, to meet commitments and KPIs.
<b>Problem solving</b>	Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions. Takes ownership through to resolution, escalating complex situations as appropriate.
<b>Communication &amp; interpersonal</b>	Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media eg phone, face to face, email, internet. Adapts their style to their audience. Builds trust and sound relationships with customers. Handles conflict and sensitive HR situations professionally and confidentially.
<b>Teamwork</b>	Consistently supports colleagues /collaborates within the team and HR to achieve results. Builds/maintains strong working relationships with others in the team and across HR where necessary.
<b>Process improvement</b>	Identifies opportunities to improve HR performance and service; acts on them within the authority of their role. Supports implementation of HR changes/projects with the business.
<b>Managing HR Information</b>	Maintains required HR records as part of services delivered. Prepares reports and management information from HR data, with interpretation as required.
<b>Personal Development</b>	Keeps up to date with business changes and HR legal/policy/process changes relevant to their role. Seeks feedback and acts on it to improve their performance and overall capability.

Behaviours	What is required
<b>Honesty &amp; Integrity</b>	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.
<b>Flexibility</b>	Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.
<b>Resilience</b>	Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur. Stays positive under pressure.



## HR Support End Point Assessment – Level 3



The end point assessment will only commence once the Employer, Apprentice and Smart Training Advisor are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that these are clearly evidenced through the progress review meetings and records. The independent end point assessment ensures that all Apprentices consistently achieve the industry set professional standard. The EPA can commence at any point once the apprentice is competent and after the twelve-month minimum period of learning and development. Prior to independent end point assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

### What does the EPA comprise for this apprenticeship?

Consultative Project	Professional Discussion
<p>The Project will require the apprentice to describe how they have applied their knowledge and HR related skills.</p> <p>The project should be 3000 words +/- 10%</p>	<p>The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project.</p> <p>It will focus on the Skills and Behaviours specified in Appendix 1, together with any Knowledge and Skills components that have not been covered in the Consultative Project.</p>
Completion	
<p>In order to pass the Apprenticeship it is necessary to pass each of the assessment areas. Should an Apprentice be unsuccessful in passing one assessment activity this can be retaken as soon as the apprentice is ready and when practicable for the business.</p> <p>Should they be unsuccessful on two or more of the assessments a period of further training and development lasting between one and three months must take place before a resit. For more information on grading criteria please refer to the Apprenticeship standard assessment plan by searching via <a href="https://findapprenticeshiptraining.esfa.bis.gov.uk/">https://findapprenticeshiptraining.esfa.bis.gov.uk/</a></p>	