

## Level 3 Human Resources Support **New Apprenticeship Standard**

At Skills Training UK we go further in fully understanding what it is that our employer clients want to achieve from their training. We work as their partner in delivering on that vision, developing stronger employees who work well as individuals and as part of a team.



This apprenticeship is designed to support career development for individuals specialising in HR, where they will be taking ownership for providing advice on a wide range of issues, using company policy and current law. They will be 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 changes.

This qualification is for anyone new to a HR role or existing staff looking to improve their understanding and knowledge.

**Typical Job Roles: HR Administrator, HR Advisor, HR Officer, HR Support**

### Role Requirements

- Understands the structure of the organisation; the products and services it delivers; the external market and sector within which it operates
- Basic understanding of HR in their sector and any unique features
- Understands the role and focus of HR within the organisation; its business plan / priorities and how these apply to their role
- Understands the systems, tools and processes used in the role
- Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers, but to all aspects of the organisation
- Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards
- Consistently supports colleagues/collaborates within the team to achieve results
- Identifying and seeking opportunities to improve HR performance and service
- Supporting the implementation of changes and projects
- Maintains required HR records as part of services delivered
- Handling information and sensitive HR situations professionally and confidentially
- Preparing reports and management information from HR data

An employer must be prepared to provide the learner with the opportunity to carry out work and be part of projects, which will enable the learner to produce substantial evidence towards their qualification.

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<< In order to ensure the successful progression of the learner, we request that employers participate in joint reviews of the learner's progress at regular intervals throughout the apprenticeship. This ensures continued and positive progress, through the apprenticeship and agrees how any issues are to be resolved and how additional stretching and challenging activities can be built in.

## Eligibility

Learner must hold Level 2 qualifications, which could include: Grade A-C GCSE's, a level 2 apprenticeship or other relevant qualifications.

Maths and English qualifications must be held; minimum accepted levels include: Grade D GCSE or Level 1 Functional Skills.

## Knowledge, Skills and Behaviours

The Level 3 HR Support includes the following elements:

### Knowledge:

- Business Understanding
- HR Legislation and Policy
- HR Function
- HR Systems and Processes

### Skills:

- Service Delivery
- Problem Solving
- Communication & Interpersonal
- Teamwork
- Process Improvement
- Managing HR Information
- Personal Development

### Behaviours:

- Honesty and Integrity
- Flexibility
- Resilience

### Duration

The duration of this apprenticeship is 16 months (please note the last 3 months of the apprenticeship are allocated for the end point assessment).

## How Do We Support

During the duration of the programme, the learner will have a dedicated trainer who will visit them within the work place a minimum of once per month in order to support their learning, development of competency and generation of evidence.

This will also be supported between visits by off-site information, advice, guidance, academic progress and technical competence support.

The trainer will work with the learner and the employer in order to ensure that all learning needs are being met for both parties, to ensure successful progression against all elements of the apprenticeship during the period of the programme.

The knowledge elements will require formal teaching sessions, which may take place within an appropriate area within the workplace or off site, in order to ensure the learner gets the maximum benefit of the learning in order to successfully pass their end point assessment.

## End Point Assessment

In order to pass the apprenticeship, the learner needs to successfully pass the End Point Assessment. This assessment is made up through a number of stages:

- **A consultative project** – Learners will be asked to work on a real work project, in order to evidence and demonstrate a range of specific Knowledge and Skills
- **An employer reference** – this is usually carried out via a face to face or Skype call with an assessor from the end point assessment body
- **A learner professional discussion** – this is carried out via a face to face or Skype call with an assessor from the end point assessment body, where a discussion will be carried out around the contents of the project and the job role in order to verify the learner's knowledge, skills, competence and behaviours

The assessor from the end point assessment body will then decide whether to award successful apprentices with a pass or a distinction.

## Professional Recognition

Successful completion of this standard, will enable the individual to become an Associate Member of CIPD if their end point assessment is carried out by a provider approved by the professional body.