



Apprentice Team
Ltd.



Level 3

HR SUPPORT

Apprenticeship Guide

This qualification is an ideal career progression route into human resources.

Overview

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.

Some typical role titles include: **Human Resources Officer., Personnel Manager, People Business Partner, Human Resources Manager.**

What's Involved

The apprenticeship standards are a new in-depth way of gaining qualifications in your chosen job role. As part of the apprenticeship you will create a portfolio of evidence and complete the end point assessment.

Below is a brief summary of some of the subject areas you can expect to study:

HR Systems and Processes

This unit involves the processes in your business; from recruitment to payroll, health and safety, managing redundancies and the systems you use on a daily basis for these tasks.

HR Legislation and Policy

In this unit you will be learning about HR in your sector and features unique to your business. You will learn more about the legislation and policies in place and how they are relevant to both you and company as a whole.

Key Features

- Work-based qualification
- Equivalent to 2 A-levels
- Flexible delivery to fit around working pattern
- Approximately 18 - 24 months to complete*

(Depending on hours worked per week and previous attainment)*

- Includes maths and English qualifications*

(Unless previously achieved or hold an equivalent)*

- Online portfolio and assessment-based achievement
- Ideal for existing HR professionals/managers or those new to HR support

Service Delivery

This unit looks at how to efficiently deliver customer service to your colleagues; how to handle various queries and situations that arise and how to apply HR solutions to problems.

Communication and Interpersonal

This unit is all about how you use your communication skills through both day to day tasks and when handling conflict and other HR situations, both professionally and confidently.

Managing HR Information

This unit looks more in depth at how the organisation maintains HR records and prepares reports. You will be learning how to interpret data for reports and how this used.

Problem Solving

This unit looks into how you use your questioning and active listening skills, to gather information surrounding HR issues to effectively deliver correct HR solutions and where to escalate issues if needed.

Personal Development

This unit looks more in depth at your development in HR; keeping up to date with any changes to legislation and policies, any updates to processes in your business and how to improve your performance and seek feedback for your completed work.

Showcase Portfolio

During your apprenticeship you will gather evidence as part of a portfolio to demonstrate your knowledge, skills and development. This will cover topics such as: developing strategies for support, communication and team work, using technology, problem solving/ability to motivate pupils, and more.

Forget about lugging around all your work. The online iLearner portfolio system means all your work can be uploaded directly to your account and accessed wherever you go.

The system is easy to navigate and full guidance will be provided through our iLearner handbook and from your tutor through one-to-one support.

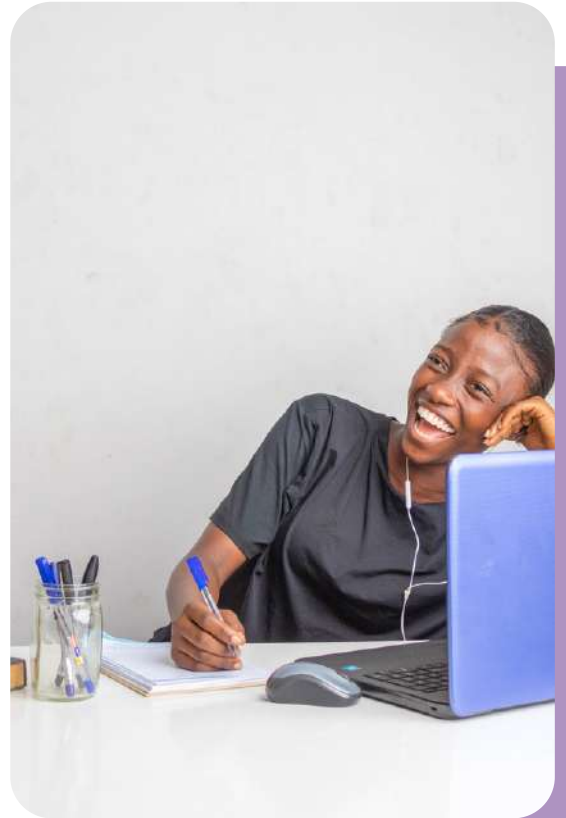


What is Off-The-Job Training?

In short, for 20% of your apprenticeship, you must have time away from your regular duties to engage in training related to your post and/or apprenticeship standard. This is known as off-the-job training, and could include a variety of tasks.

Off-the-job training is a requirement of all apprenticeships funded by the Department for Education. In short, 20% of the apprentices working hours must be spent on training and learning activities to increase their knowledge, skills and behaviours related to the apprenticeship.

Off-the-job training can be achieved in a number of ways and you may be surprised to learn of the simple activities which count towards the off-the-job training. Some of these activities include: One-to-one session with tutor, preparing for assessments, role playing of workplace situations, training sessions, individual study time to complete coursework and attending webinars on key industry topics.



Functional Skills

Functional Skills maths and English are an essential part of every apprenticeship course.

As part of the apprenticeship standard, apprentices are unable to sit their End Point Assessment without prior achievement of maths and English qualifications.

If you have not already achieved your GCSE Grade 4/C (or other equivalent maths/English qualification) you will need to achieve your Functional Skills Level 2 Maths and Functional Skills English qualification.

The End-Point Assessment

As part of your qualification, you will complete End Point Assessments (EPA) to demonstrate the skills, knowledge and behaviours you have developed through our programme. You can achieve either a Pass or Distinction based on your final grade.

For the Advanced Apprenticeship in HR Support, the EPA consists of the following:

Consultative Project

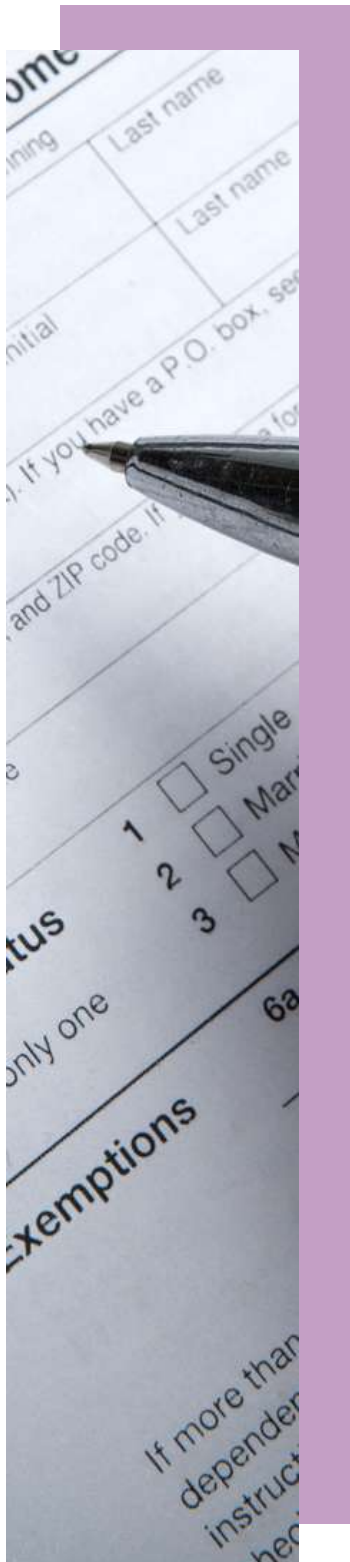
The consultative project is a showcase of a situation you have successfully handled in HR. As part of your project, you will be required to complete a project brief with your employer. After first detailing the initial problem brought to HR, you will be demonstrating the methods you used to gather information, the findings of your information, and the solutions you put together for this issue.

Your project can include solutions for recruitment, redundancies or retirements, providing advice or guidance to managers at the business, carrying out analysis of information to produce a recommendation, or a larger project run by senior members in HR.

Professional Discussion

Finally, as part of your qualification you will complete a professional discussion with one of our independent assessors. You will be required to showcase any additional learning you have completed during the apprenticeship.

This additional learning can be both formal or informal learning completed, or any assignments/projects you have completed. As not all projects will cover all the recommended criteria, your independent assessor will also use the professional discussion to ask questions on any behaviours, skills and knowledge not covered by your project.



Delivery

The apprenticeships are delivered through a variety of remote learning, video conferencing and one-to-one sessions at your business / on online platforms. The apprentice's designated tutor will arrange with you / the apprentice the most convenient location and method of delivery bespoke to them to support their needs as part of the initial assessment. Learning sessions are usually conducted every 4 weeks and last 2-4 hours depending on their personal learning needs.

You should expect to carry out self-study and remote learning as part of the off-the-job training using your iLearner portfolio. You can do as much work as you want at a time that works for you and your employer.

Go Further

Once you have completed this qualification at Level 3, there are progression routes available, such as:

- Level 3 Team Leader/Supervisor
- Level 3 Payroll Administrator
- Level 5 HR Partner/Consultant
- Level 5 Operational/Departmental Manager

Contact the office to check availability and for further advice about the next steps. Our team will be happy to advise you on additional programmes we provide and can help point you in the right direction for any learning requirement not delivered by Apprentice Team Ltd.

Contact Us

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