

Apprenticeships +

HR Support

Apprenticeship Level 3





Quick Information

New Apprenticeship Standard designed by employers for employers

Sector

All sectors

Who is it for?

New recruits and existing staff

Start date

Flexible to suit employers

Level

Level 3

Duration

Typically 18-24 months

How does it work?

Delivered either by monthly college workshops or by monthly 1-2-1 meetings at the learners workplace

Content

Core knowledge, skills and behaviours

Assessment

A consultative project and a professional interview

Qualification

HR Support apprenticeship

Additional qualifications

CIPD Level 3 Foundation Certificate in People Practice. Successful completion of the qualification and/or apprenticeship will enable application for Associate Membership of CIPD (Assoc CIPD)

Review

After 3 years or when significant change is required.

HR Support

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.



Key Areas of Study

During the apprenticeship, your trainee will cover the essential knowledge, skills and behaviours which they will need to succeed in the workplace, as set out below. In addition, they will take a highly regarded qualification from the Chartered Institute of Personnel and Development (CIPD).

Knowledge and Understanding

Business understanding

- 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.

HR Legislation and Policy

- 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.

HR Function

- Understands the role and focus of HR within the organisation; its business plan / priorities and how these apply to their role.

HR Systems and Processes

- 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 and Behaviour

Service Delivery

- 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.

Problem solving

- 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.

Communication & interpersonal

- 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.

Teamwork

- 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.

Process improvement

- 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.

Managing HR Information

- Maintains required HR records as part of services delivered.
- Prepares reports and management information from HR data, with interpretation as required.

Personal Development

- 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.

Honesty & Integrity

- 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.

Flexibility

- Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.

Resilience

- Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur. Stays positive under pressure.

Qualifications

There are no required qualifications for this apprenticeship.

The employers are keen to drive up professionalism and standards within HR so the Assessment Plan contains suggested qualifications/units that employers can use to ensure robust technical knowledge.

Apprentices without Level 2 English and Maths will need to achieve this level prior to completion of their Apprenticeship.

Link to professional registration and progression

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.

Training, Tutoring and Assessment

The whole apprenticeship programme typically takes from 18-24 months to complete, at which point your trainee can start their final assessment. Your trainee will mainly learn on the job but 20% off-the-job training with one-to-one tuition is part of the new apprenticeship standards. We will work closely with you to plan and deliver appropriate support and training including the CIPD qualification. This can be delivered through a selection of methods, to be agreed:

- On a taught basis, delivered on a weekly basis at the College
- On a blended learning basis, which includes workshops held every other month and one-to-one tutorials with your tutor
- On a distance learning basis, via one-to-one sessions with the tutor to suit the student every 4-5 weeks

The study sessions take the form of lectures, seminars, case studies, role plays, presentations, assignments and reports, all delivered by specialist tutors.

We will carry out joint reviews with you at regular intervals to discuss progress of the apprenticeship. You can use your normal performance management processes to monitor the progress of your trainee, provide feedback and guide development. Your trainee will also be expected to keep a portfolio or learning record with examples of their work to track their learning and development throughout the apprenticeship. This can be used in the joint reviews of progress and as part of the final assessment.

End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment. This will be taken in the final three to four months of the apprenticeship and will be measured as follows:

- A Consultative Project (50% of the marks) of approximately 3000 words. This will be a real example of work done by your trainee in their role, taking a maximum of three months. The Project will require the apprentice to describe how they have applied their knowledge and HR related skills to deliver the services required by the role as described in the Standard. It should describe a situation where the apprentice has successfully worked with a customer (probably an internal one) to deliver a specific piece(s) of HR advice or provide an HR solution(s) for them. The content of the project should include project objectives, scope of the work, description of the situation/problem/business need, methodology used, information gathered / findings, conclusions and recommendations, implementation plan. Examples of typical projects might include: providing advice/guidance to a manager / team on a range of HR matters from recruitment through to retirement; taking a defined role in a larger project run by more senior members of the HR team; carrying out analysis of HR information and producing recommendations for action.
- A Professional Discussion (50% of the marks) that will explore the specific Skills and Behaviours set out above.

The End Point Assessment may be completed over a three to four month period to accommodate work scheduling and cost effective planning of resources.

Successful achievement of the assessment will lead to final certification of the apprenticeship and demonstrate that the apprentice is a fully competent HR Support Operative.

For more information on the assessment for this role, please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.



Apprentice Entry Requirements

As the employer you will set the recruitment and selection criteria for your apprentice. Typically candidates will have 5 GCSEs at Grade C/4 or equivalent, including English and Maths. Apprentices will need to achieve Level 2 Maths and English before completion of the apprenticeship. If tuition in Maths and English is required, we will provide this.

Your trainee will need to take out student membership of the CIPD in order to commence the Diploma. This will give them access to essential HR resources. Details are available on the CIPD website under the Student Membership section.

Progression Opportunities

- HR Consultant or Business Partner Apprenticeship Level 5 (Level 5 Associate Diploma in People Management & Level 5 Associate Diploma in Organisational Learning and Development)

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email apprenticeshipsandtraining@sheffcol.ac.uk or call **0114 260 2600** to speak to one of our friendly employer advisors.

Get In Touch

Email

apprenticeshipsandtraining@sheffcol.ac.uk

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0114 260 2600

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facebook.com/SheffColAppsPlus

LinkedIn

linkedin.com/company/the-sheffield-college



Why choose The Sheffield College?

The College has undergone a rigorous vetting system to become a Centre accredited by the CIPD, the Chartered Institute for Professional Development. The CIPD has become one of the largest organisations in the world representing those who specialise in the management and development of people. As a globally recognised organisation, it is committed to providing HR and Learning & Development professionals at every stage of their career with learning and development and CPD opportunities to help them improve and advance their careers and enhance the value they add to the profession and the organisations for which they work.

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your trainees.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even prescreen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.

At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.