

HR CONSULTANT / PARTNER



Individuals in this role will use their HR expertise to provide and lead the delivery of HR solutions to business challenges, together with tailored advice to the business in a number of HR areas, typically to mid-level and senior managers. They could be in a generalist role, where they provide support across a range of HR areas – likely to be the Core HR option; or a specialist role, where they focus on and have in-depth expertise in a specific area of HR – likely to be Resourcing, Total Reward, Organisation Development or HR Operations. They will be influencing managers to change their thinking as well as bringing best practice into the organisation. They are also likely to lead the people related elements of business or HR projects.

 Level 5

 2-3 Years

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Entry requirements

Set by employer

Qualifications

The apprentice will complete an appropriate qualification (as considered most relevant by the employer), within which they will be able to focus on their chosen option, from the Chartered Institute of Personnel and Development:

- CIPD Level 5 Intermediate Certificate in Human Resource Management
- CIPD Level 5 Intermediate Diploma in Human Resource Management

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

Successful completion of this standard enables the apprentice to apply to become an Associate Member of the Chartered Institute of Personnel and Development. Chartered membership can be achieved through further qualifications or experience based assessment.

What apprentices will learn

Skills

HR Consultancy	Develops and delivers HR solutions to the business that are appropriate to the organisational context. Influences leaders and managers to adopt appropriate solutions. Provides tailored HR services to the business as required by their role e.g. Performance Management, Resourcing, Development, Talent, Reward. Contributes to the development of relevant HR policies & procedures and/or HR initiatives.
Providing support and advice	Tailors business-centred advice on the interpretation and application of HR policies and processes. Makes sound judgments based on business need, ensuring the business operates within the boundaries of employment law. Deals with escalated people issues and works with the business to resolve them.
Contributing to Business change	Leads the HR contribution to business projects and change programmes to support positive behavioural, business or organisational change.
Building HR capability	Leads the improvement of people capability within the business or own team. Advises and coaches managers to deal successfully with people issues from a generalist or specialist perspective, incorporating best practice where appropriate.
HR Information Analysis	Researches, analyses and presents HR / business data (both internal and external) to provide insight, support solutions to business issues and track performance.
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. Plans their own development; shows commitment to the job and the profession
Relationship management	Builds effective working relationships with business managers (using the language of the business), peers and other HR functions, together with relevant external organisations. Communicates confidently with people at all levels, including senior management.

What apprentices will learn

Knowledge

HR Technical expertise	Good understanding across all HR disciplines, HR legislation and an excellent working knowledge of the organisation's HR policies and procedures. Sound understanding of HR in their sector and any unique features. Up-to-date with best practice and emerging thinking – able to use this in their dealings with the business.
Business understanding	Understands what the organisation does, the external market and sector it operates in, its challenges and issues. Understands business and HR KPIs and metrics, building a clear picture of how the business is performing. Understands the impact of this on their role.
HR function	Understands the structure and responsibilities of the HR function, policies and processes, and where to source HR specialist expertise.
MI and Technology	Understands HR systems and where to find HR and management data, both internally and externally, including benchmarking. Knows how technology, including social media, is impacting the business and HR.

Option

HR Specialisms - The apprentice will select one of the following options

Core HR	Excellent working knowledge of the principles and practices in at least one of Employee Relations, Performance Management, Employee Engagement and their application in delivering HR solutions to business challenges.
Resourcing	Excellent working knowledge of the principles and practices of resourcing, covering the complete process, from attraction to induction, including the use of social media and their application in delivering HR solutions to business challenges.
Total Reward	Excellent working knowledge of the principles and practices of reward, compensation and benefits and their application to all levels of the organisation.
Organisation Development	Excellent working knowledge of the principles and practices in one of Organisation Development, Learning & Development, Talent Management and their application in delivering HR solutions to business challenges.
HR Operations	Excellent working knowledge of the principles and practices of running HR Operations, including a service centre, technology and HR data/analytics to provide services required by the business.

What apprentices will learn

Behaviours

Flexibility

Adapts positively to changing work priorities and patterns, ensuring key business and HR deadlines continue to be met. Curious about HR/business trends and developments, incorporating them into their work.

Resilience

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

End point assessment

The End Point Assessment (EPA) can only be triggered after 12 months of starting the apprenticeship and is dependent on when the employer and training provider decide the apprentice is ready. EPA is typically expected to conclude within 3 months. The employer has the final decision to progress the apprentice to EPA. The apprentice and training provider should feel confident the learning outcomes have been achieved.

The EPA consists of three elements, all of which may be completed online. All assessment methods need to be passed. Each assessment method should directly assess the knowledge, skills and behaviours of the Standard. The End Point Assessor has the final decision.



Knowledge Test

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.



Project Presentation:

The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The presentation is out of 100. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered. The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:

- >> How have you improved a process or operating practice?
- >> What were the steps you took to implement the project?
- >> What worked well and how would you improve the results in future?



Portfolio-based Interview

The interview is for 30-45 minutes and scored out of 100 by the Independent End Point Assessment Organisation. The interview assesses:

- >> Understanding of the portfolio to validate competence shown
- >> Self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied
- >> Judgement and understanding to explain appropriate examples.