

## 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. 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.

 Level 3

 18-24 Months

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### Entry requirements

Set by employer

### 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

Successful completion of this standard will enable the individual to apply for Associate Membership (Assoc CIPD) of the Chartered Institute of Personnel and Development (CIPD), the professional body for the HR sector, if they take the qualifications suggested. Without the qualification, individuals can become an Associate Member of CIPD if their end point assessment is carried out by a provider approved by the professional body.

## What apprentices will learn

### Skills

<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.

## What apprentices will learn

### Knowledge

<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.

### Behaviours

<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.

## 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.



### 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.



### 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?