



# HR SUPPORT

## Level 3

**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.

[www.qube-learning.co.uk](http://www.qube-learning.co.uk)

01235 83 38 38

[tellmemore@qube-learning.co.uk](mailto:tellmemore@qube-learning.co.uk)

## HR SUPPORT WORKERS MUST KNOW AND UNDERSTAND

**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.

## HR SUPPORT WORKERS DEMONSTRATE THE FOLLOWING SKILLS, AND ARE ABLE TO:

**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.

## HR SUPPORT WORKERS DEMONSTRATE THE FOLLOWING BEHAVIOURS:

**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.





## DURATION

Typical duration is 15 months for new entrants.

## ENTRY REQUIREMENTS

Employers will set their own criteria, but typically an entrant to this apprenticeship will already have achieved a minimum of Level 2 in English and Maths.

## ENGLISH AND MATHS

During each session with their tutor Apprentices without level 2 English and Maths will work towards achieving this. Level 2 English and Maths is required prior to taking the End-Point Assessment for this Apprenticeship.

## FUNCTIONAL SKILLS (FS)

These will be completed taking in to account prior attainment and in conjunction with the initial assessments and diagnostics achieved through SkillsBuilder. Tutors will identify suitable opportunities to embed Functional Skills (FS) throughout the duration of the programme. Additional support should be arranged where a need or requirement is identified.

## GATEWAY

Prior to undertaking the End-Point Assessment:

- the Apprentice must have completed training ensuring they can consistently demonstrate competence against all elements of the Apprenticeship standard
- Apprentices without English and Maths at level 2 must achieve this level
- an appropriate workplace project for the End-Point Assessment must be agreed for the Apprentice, based on their current job role
- Apprentices must have examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed by this assessment method
- The employer will judge whether the Apprentice is ready for the End-Point Assessment; they may wish to take advice from the training provider

## END-POINT ASSESSMENT

To achieve final certification, the Apprentice must have an appropriate place, with internet access, to undertake the End-Point Assessment (EPA).

The EPA consists of two distinct components:

- Consultative Project
- Professional discussion

A minimum of a 'pass' in each component is required.

## GRADE BOUNDARIES

### Consultative Project

Grade	Marks Required
Fail	0-59
Pass	60-84
Distinction	85+

### Professional Discussion

Grade	Marks Required
Fail	0-59
Pass	60-84
Distinction	85+

### Overall Grade

An average of the two individual grades will be used as a final grade, with the same criteria as above.

## EXPECTATIONS

### Student

- Preparation and planning
- Mandatory attendance for sessions
- Completion of tasks in agreed timeframe
- 20% off-the-job
- Functional Skills (where needed)
- Taking responsibility for own development
- Communicate support needs
- Coordinate development checks
- Create a learning record

### Manager

- Facilitate time for learning
- Monthly 1-2-1 reviews with students to discuss progress, provide feedback and guide development
- Create and provide opportunities for student to participate in relevant work place tasks
- Keep an open communication lines with the student and employer
- Provide learning opportunities
- 20% off-the-job

### Tutor

- Teaching
- Monitor progress
- Coach
- Feedback
- Online support
- Marking and assessment
- Preparation for final assessment
- Communicate with student and employer

## 20% OFF-THE-JOB TRAINING

Each Apprenticeship Standard requires the Apprentice to undertake a minimum of 20% of learning off-the-job.

This can include training that is delivered at the normal place of work, within normal working hours, but must not be delivered as part of normal working duties.

There are numerous activities which count towards this training, for example, listening to Podcasts, self-study, completing assignments and observing senior colleagues.

## APPRENTICESHIP SESSIONS



### **Introduction to Programme:**

Meet the team and explain your learning journey. Eligibility checks and initial assessments will be undertaken. You will be introduced to learning methods of the programme. *Delivery Mode: Pre-work, Online learning, Review*



**Business Understanding:** Understand the purpose of an organisation and its operating environment, including the origins and application of organisation values. Describe the structure, culture and functions of an organisation. Analyse how HR/L&D activities support an organisation. *Delivery Mode: Pre-work, Online learning, Review*



**HR Legislation and Policy:** Understand HR in the vocational setting and unique features. Explain HR legislation. Describe and demonstrate what data needs to be collected to support HR practices. Know and explain how HR data should be recorded and stored. Explain the systems, tools and processes used in own role. *Delivery Mode: Pre-work, Online learning, Review*



**Problem Solving:** Identify the importance of clearly understanding the nature, scope and impact of a problem. Evaluate the different techniques used for problem solving and decision making. *Delivery Mode: Pre-work, Online learning, Review*



**Service Delivery:** Deliver excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers. *Delivery Mode: Pre-work, Online learning, Review*



**HR Function:** Describe the impact of employment law at the start of the employment relationship. Describe the organisation's business plan. Explain the organisation priorities and their application to the role. *Delivery Mode: Pre-work, Online learning, Review*



**Communicating and Interpersonal Skills:** Deal effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media eg phone, face to face, email, internet. *Delivery Mode: Pre-work, Online learning, Review*



**Managing HR Information:** Maintain required HR records as part of services delivered. Prepare reports and management information from HR data, with interpretation as required. *Delivery Mode: Pre-work, Online learning, Review*



**Honesty and Integrity:** Show integrity by doing the right thing. Maintain appropriate confidentiality at all times. Adapt positively to changing work priorities and patterns when new tasks need to be done or requirements change. *Delivery Mode: Pre-work, Online learning, Review*



**Personal Development:** Define how effective time management techniques can support the team and review the individual plans. Examine a range of time management techniques. *Delivery Mode: Pre-work, Online learning, Review*



**Gateway Review:** Review of learning and development of knowledge, skills and behaviours within the standards and preparation for End-Point Assessment. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*



**End-Point Assessment:** Completed by End-Point Assessment Organisation (EPAO) selected by Employer. Please see EPAO Assessment Plan Guidance and EPA Assessment Plan for detailed guidance on assessment activities. *Delivery Mode: Knowledge test, Project & Presentation, Professional discussion and interview*