

HR support

Overview

This is a **Level 3** apprenticeship standard. HR professionals 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.

Topics covered

- ✓ Organisational structure, main KPI's and the role of HR in a business.
- ✓ Specific sector HR and any unique features.
- ✓ HR legislation, HR Policies and Procedures
- ✓ External factors and market influences
- ✓ HR business plans and priorities
- ✓ Systems, tools and processes used in core HR systems
- ✓ Dealing with HR queries and requirements, providing solutions, advice and support to managers
- ✓ Building manager's expertise in HR matters, support in handling difficult situations
- ✓ Conflict management
- ✓ Collaboration and communication with teams and across HR
- ✓ HR improvements on performance and service, HR implementations changes
- ✓ Equality and diversity
- ✓ Brand advocacy, values, beliefs and personal presentation
- ✓ Management of HR information

Who should pursue this Apprenticeship

This apprenticeship has been designed for an individuals who are HR Professionals in this role and 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.

This Level 3 Apprenticeship includes

- ✓ On the job skills training
- ✓ Off the job skills training
- ✓ Level 2 Functional Skills in English & Maths.
- ✓ Planning, Target Setting and Feedback
- ✓ Mock End Point Assessments

- ✓ **End Point Assessment** (after at least 12 months and successful completion of the above)
 - **Consultative Project** starting after Gateway taking maximum of three months
 - 60-75 minutes **Professional discussion** linking it to the Consultative Project
 - The overall grade is based on the combination of performance in both assessment activities .

Typical Duration: 15 months

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).

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