

# HR Support Apprenticeship Standard

## Role/Occupation: HR Support

### Level 3



**Overview:** Handling day to day queries and providing human resources advice ranging from recruitment through to retirement

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 an 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.

#### DURATION

The apprenticeship will typically take 24 months to complete.

#### ENTRY REQUIREMENTS

Entry requirements will be determined by individual employers.

#### ENGLISH & MATHS

Apprentices without Level 2 English or Maths will need to achieve this prior to taking their End Point Assessment.

For those with an education, health and care plan or a legacy statement, the minimum English and Maths requirement is Entry Level 3. For those whose primary language is British Sign Language, BSL qualifications are an alternative to English qualifications.

#### QUALIFICATIONS

There are no mandatory qualifications for this apprenticeship standard.

#### LINK TO PROFESSIONAL REGISTRATION

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.

## COMPETENCIES

Knowledge	What is required
Business Understanding	<p>Understands the following, and how these apply to their role:</p> <ul style="list-style-type: none"> <li>• The structure of the organisation</li> <li>• The products and services it delivers</li> <li>• The external market and sector within which it operates</li> <li>• Where their role fits in the organisation</li> <li>• The 'Values' by which it operates</li> </ul>
HR Legislation & Policy	<p>Basic understanding of HR in their sector and any unique features</p> <p>Good understanding of HR legislation and the HR Policy framework of the organisation</p> <p>Sound understanding of the HR Policies that are relevant to their role</p> <p>Knows where to find expert advice</p>
HR Function	<p>Understands the role and focus of HR within the organisation</p> <p>Understands its business plan/priorities</p> <p>Understands how these apply to their role</p>
HR Systems & Processes	<p>Understands the systems, tools and processes used in the role</p> <p>Understands the standards to be met, including the core HR systems used by the organisation</p>

Skills	What is required
Service Delivery	<p>Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers</p> <p>Builds managers' expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate</p> <p>Uses agreed systems and processes to deliver service to customers</p> <p>Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards</p> <p>Plans and organises their work, often without direct supervision, to meet commitments and KPIs</p>
Problem Solving	<p>Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions</p> <p>Takes ownership through to resolution, escalating complex situations as appropriate</p>
Communication & Interpersonal	<p>Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media e.g.</p> <ul style="list-style-type: none"> <li>• Phone</li> <li>• Face to face</li> <li>• Email</li> <li>• Internet</li> </ul> <p>Adapts their style to their audience</p> <p>Builds trust and sound relationships with customers</p> <p>Handles conflict and sensitive HR situations professionally and confidentially</p>

<b>Skills</b>	<b>What is required</b> <i>(Continued)</i>
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

<b>Behaviours</b>	<b>What is required</b>
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 Deals positively with setbacks when they occur Stays positive under pressure

## ON-PROGRAMME DELIVERY

Each apprentice will be allocated a Coach to support ongoing learning and preparation for End Point Assessment. In addition Progress Reviews will take place regularly to ensure the apprentice is on track.

All apprentices will be invited to attend relevant workshops to support the development of their Knowledge, Skills and Behaviours.

## END POINT ASSESSMENT

The EPA consists of two assessment methods:

1. A Consultative Project
2. A Professional Discussion

The EPA will be conducted by an Independent External Assessment Organisation (IEAO).

## PROGRESSION

Please talk to us about progression from this apprenticeship.

## REALITY CHECK

- Time and support required from the employer to the apprentice during the apprenticeship to include: regular Performance Reviews, relevant off the job training and preparation for the final EPA
- Expectation of significant amounts of study/work from the apprentice in order to meet the requirements of the apprenticeships
- Employer has to be involved in the EPA and provide support and time to the apprentice in preparation for the EPA

## COSTINGS

### **Maximum Funding Band: £4,500**

The cost of the apprenticeship will be negotiated with you in line with Government guidelines