



HR Support

Level 3



“Reach your full potential”

A photograph of a man and a woman sitting at a table in a meeting. The man, on the right, is wearing a grey blazer and glasses, and is gesturing with his hand while speaking. The woman, on the left, is wearing a dark blue blazer and is looking towards the man. There is a laptop, a white mug, and some papers on the table.



Level 3 HR Support Overview

The HR Support apprenticeship is suitable for employees working within a HR Function, delivering front line support to managers and other employees.

The apprenticeship enables employees to develop their skills in managing day-to-day HR queries and advice, plus in HR processes such as recruitment, employee relations and performance and reward management.

Apprentices at this level gain a thorough grounding in the basics of HR and an understanding of HR principles.



Who is it for?

This qualification is for anyone new to a Hr role or existing staff looking to improve their understanding and knowledge.

Typical job roles for individuals studying this programme include:



HR Support



HR Advisor

HR Administrator



HR Officer



Programme structure

The course is delivered via a mixture of face to face and online workshops, webinars, coaching sessions and work-place learning

Programme Breakdown

- You will have access to a Virtual Learning Environment with all of your qualification content, additional learning resources and all the step-by-step support you need to ensure your success
- Virtual / Face to Face Coaching Sessions to guide you through each stage of your learning journey, providing you with clear aims and objectives. They will keep in regular contact with you and instil the confidence that you can achieve
- Full review of progress every 8-10 weeks with a learning and skills coach
- EPA preparation and mock assessment workshops
- Completion of assignments towards achievement of certificate / diploma
- Continuing Professional Development Log to be kept and maintained as part of the portfolio of Evidence
- Completion of work-based project
- Completion of online learning modules as part of off the job activities

Programme Length

Course duration 12-15 months

How is training delivered?

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

You will be taught by learning and skills coaches who are experts in their field with significant practical experience. All learning and skills coaches are well qualified with management experience, with many in senior positions.

Our learning and skills coaches will:

- Deliver online and face to face workshops
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will provide feedback on written assignments and evidence submitted
- They will support you with preparation for end point assessment



HR Support Standard



Knowledge

- Business Understanding
- HR Legislation & Policy
- HR Function
- HR Systems & Processes

Behaviours

- Honesty & Integrity
- Flexibility
- Resilience

Skills

- Service Delivery
- Problem Solving
- Communication & Interpersonal Teamwork
- Process Improvement
- Managing HR Information
- Personal Development

Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

IAG Workshop

Attend a virtual workshop session to provide an overview of the following
Overview of the apprenticeship programme
20% Off the Job Training
Attendance at masterclasses and workshops

Initial Assessment:

Complete BKSB maths and English initial assessments

Diagnostic Assessment:

Complete BKSB maths and English diagnostic assessments

Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experiences

Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

Remote Pre-enrolment Review

Attend 1:1 remote session with the learning and skills coach to talk through the pre-enrolment activities and skills scan to confirm suitability

Enrolment form (online):

Complete formal online enrolment form

Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

Formal on-boarding:

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional skills in maths and English prior to end point assessment (EPA)

Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

Expectations and Commitment

We ask apprentices to:

- Attend all face to face and virtual workshops and master classes as per the delivery plan
- Attend all programme reviews with the Learning and Skills Coach
- Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 6hrs per week of the job requirement. Record all activities and reflections on OneFile
- Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities
- Complete shadowing of colleagues and mentoring



End Point Assessment

The end point assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence.

The End-point Assessment consists of the following:

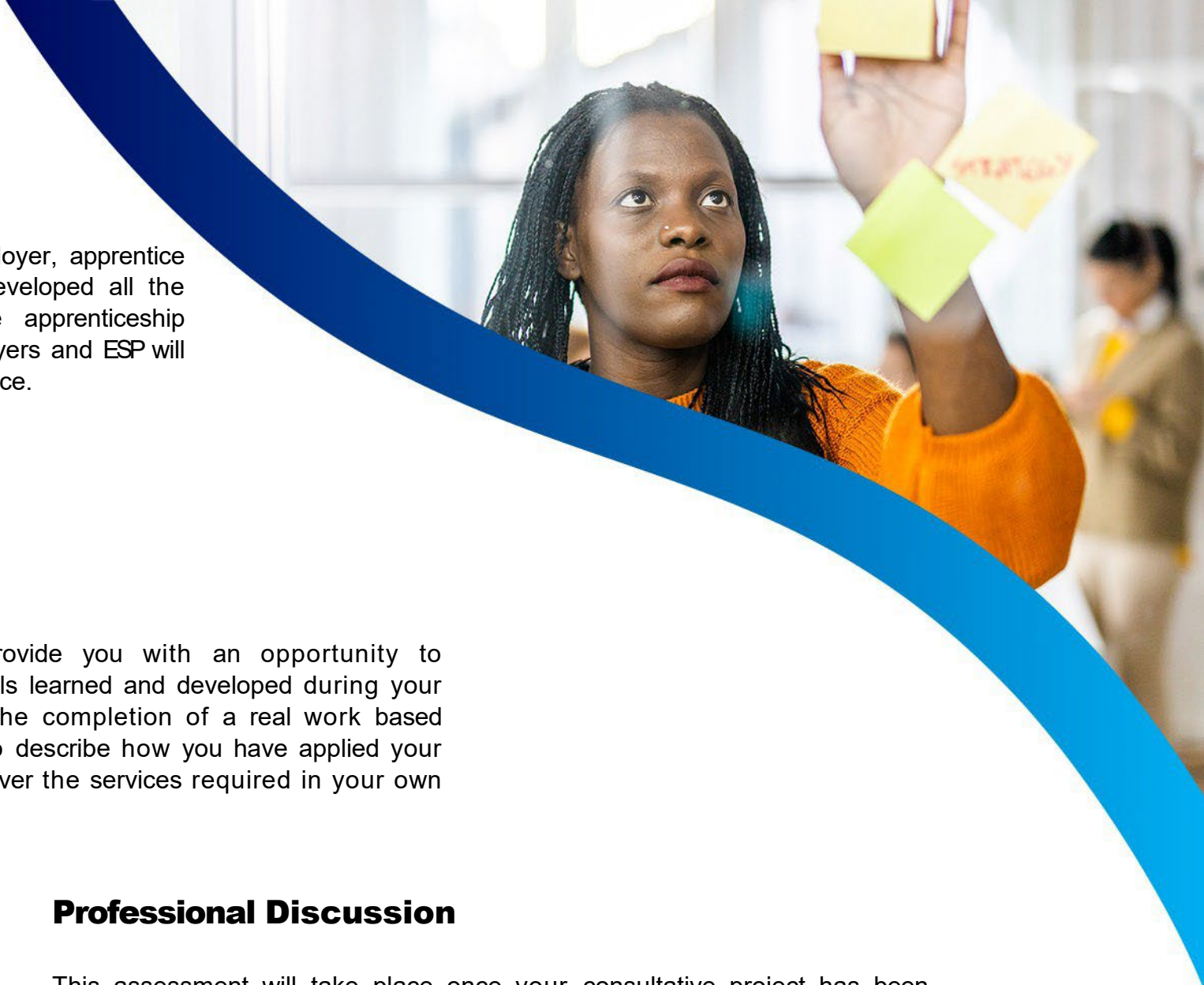
Consultative Project

This assessment is designed to provide you with an opportunity to demonstrate your knowledge and skills learned and developed during your Apprenticeship programme through the completion of a real work based project. The project will require you to describe how you have applied your knowledge and HR related skills to deliver the services required in your own HR Support role.

Professional Discussion

This assessment will take place once your consultative project has been completed and assessed.

The Professional Discussion is a structured two way discussion between you and the end point assessor and focuses on the skills and behaviours.



EPA JOURNEY

On-Programme Learning

Minimum
12 months
on-programme
learning

GATEWAY

Requirement
for Gateway
Level 2 Maths
& English
CITB Cert/Diploma

Planning Meeting

With the apprentice,
training provider,
employer and
End-point Assessor

Professional Discussion

Maximum 1 hour
discussion
between
the apprentice
and
End-point
Assessor

Consultative Project

Complete work
based
improvement
project

Grading and Determination

Grading
Fail/Pass/Distinction

ESFA CERTIFICATION



“Reach your full potential”

Progression Opportunities

- Associate Member of the Chartered Institute of Personnel and Development (CIPD). Chartered membership can be achieved through further qualifications or experience based assessment
- Further Career progression through work experience
- Qualifications and further study up to postgraduate level.