

# HUMAN RESOURCES SUPPORT APPRENTICESHIP STANDARD

## Standard Overview

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.

## How we deliver

Whilst the programme overview identifies the plan for the delivery of the course, we appreciate that individual learners and their employers have individual needs, learning requirements and business objectives. To ensure that we can support you to meet these, we will complete an in-depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support your learners which include:

- One to one coaching from a dedicated, professional tutor allocated to the learner for the duration of the programme
- Part time study at the college
- Work based assignments and projects
- Case studies & desk top simulations
- Job shadowing and mentoring
- Employer led technical training
- Independent learning and research

# KEY FACTS



**Duration:** Standard guideline: 18 months

**Entry requirements:** LEVEL 2 MATHS AND ENGLISH

Apprentices without Level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

# PROGRAMME OVERVIEW



*Please see below a typical overview of this programme (subject to change).*

To achieve the Level 4 Diploma in Business and Professional Administration (4710-04), learners must achieve:

- 70 credits from the mandatory units
- A minimum of 20 credits from the optional units available.

Month 1	INDUCTION	INITIAL ASSESSMENT FOR ENGLISH & MATHS, COGNASSIST. BRITISH VALUES, PREVENT, SAFEGUARDING INTRODUCTION TO APPRENTICESHIP	INITIAL ASSESSMENTS
	WORKPLACE SKILLS CLASSROOM STUDY	SERVICE DELIVERY/HONESTY & INTEGRITY ENGLISH AND MATHS RESOURCING TALENT & INTRO TO CPD UNDERSTANDING ORGANISATIONS	OBSERVATION/WITNESS STATEMENT ASSIGNMENTS
Month 2-15	WORKPLACE SKILLS	PROBLEM SOLVING/HONESTY & INTEGRITY ENGLISH AND MATHS	OBSERVATION/WITNESS STATEMENT
	WORKPLACE SKILLS CLASSROOM STUDY	COMMUNICATION & INTERPERSONAL/HONESTY & INTEGRITY ENGLISH AND MATHS EMPLOYMENT RELATIONS DEVELOPING YOURSELF AS AN EFFECTIVE HR PRACTITIONER	OBSERVATION/WITNESS STATEMENT ASSIGNMENTS
	WORKPLACE SKILLS	TEAM WORK/FLEXIBILITY ENGLISH AND MATHS	OBSERVATION/WITNESS STATEMENT
	WORKPLACE SKILLS	PROCESS IMPROVEMENT/FLEXIBILITY ENGLISH AND MATHS	OBSERVATION/WITNESS STATEMENT



Month 2-15	WORKPLACE SKILLS CLASSROOM STUDY	PERSONAL DEVELOPMENT/RESILIENCE DELIVERING L&D ACTIVITIES RECORDING, ANALYSING & USING INFORMATION	OBSERVATION/WITNESS STATEMENT ASSIGNMENTS
	WORKPLACE SKILLS	RESILIENCE	OBSERVATION/WITNESS STATEMENT
	WORKPLACE SKILLS	RESILIENCE	OBSERVATION/WITNESS STATEMENT ASSIGNMENTS
Month 15	GATEWAY TO END POINT ASSESSMENT EMPLOYER, APPRENTICE & TP COMPLETE GATEWAY END POINT ASSESSMENT REPORT		
Month 15-18	WORKPLACE	APPRENTICE, EMPLOYER & TP AGREE THE CONTENT OF CONSULTATIVE PROJECT	PROJECT
Month 18	WORKPLACE	PREPARES FOR AND CONDUCTS EPA PROFESSIONAL DISCUSSION	PROFESSIONAL DISCUSSION

## KNOWLEDGE AND SKILLS:

### Knowledge

#### 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 & 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 & 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.

## **Skills**

### **Service Delivery**

Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers. Builds manager's 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.

## **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.



# END POINT ASSESSMENT



## Consultative Project

The Consultative Project will be a real example of work done by the apprentices in their role that will be completed after the Gateway, taking a maximum of three months.

The Project will require the apprentice to describe how they have applied their knowledge and HR related skills to deliver the services required by the role as described in the Standard. It should describe a situation where the apprentice has successfully worked with a customer (probably an internal one) to deliver a specific piece(s) of HR advice or provide an HR solution(s) for them. The content of the project should include project objectives, scope of the work, description of the situation/problem/business need, methodology used, information gathered / findings, conclusions and recommendations, implementation plan. Examples of typical projects might include: providing advice/guidance to a manager / team on a range of HR matters from recruitment through to retirement; taking a defined role in a larger project run by more senior members of the HR team; carrying out analysis of HR information and producing recommendations for action. The project should be 3000 words +/- 10%.

## Professional Discussion

The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project. It will focus on the Skills and Behaviours specified, together with any Knowledge and Skills components that have not been covered in the Consultative Project.

### Progression

On completion, the apprentices may choose to progress onto the Level 5 HR Consultant/Partnership apprenticeship.

## Business Benefits

<b>For you the employer</b>	Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry
<b>Relevant</b>	Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation
<b>Widening participation</b>	Apprenticeship standards provide opportunities to employees that may not previously have been available
<b>Development tools</b>	A cost effective way to train your employees to undertake specific roles in your business
<b>Return on Investment</b>	On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015)