

# HR SUPPORT APPRENTICESHIP STANDARD

Standard Code ST0239  
Course Level 3  
Work Based  
Funding Level £4500  
Duration 18mths including EPA

## *Course Description*

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.

## *Off the Job Training*

A key requirement of an Apprenticeship is Off-the-job training. This must make up an average of 6 hours per week of the apprentice's working hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio.

## **Entry Requirements**

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. They will also need to have Level 2 Maths and English (GCSE at Grade 4/C or above or equivalent) or be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio.

## **Knowledge, Skills and Behaviours**

### **KNOWLEDGE**

#### **Business Understanding**

- Understand the structure of the organisation and the service it delivers.
- Understand the external market and sector within which it operates.
- Understand where their role fits in the organisation.
- Understand the values of the organisation by which it operates and how these apply to their role.

#### **HR Legislation and Policy**

- Understand HR in your sector and any unique features.
- Understand HR legislation and the HR Policy framework of the organisation.
- Understand HR Policies relevant to the role.
- Understand where to find expert advice.

#### **HR Function**

- Understand the role and focus of HR within the organisation.
- Understand the business plan/priorities and how these apply to the role.
- HR Systems and Processes.
- Understand the systems, tools and processes used in the role together with the Core HR systems used by the organisation.

### **SKILLS**

#### **Service Delivery**

- Delivers excellent customer service on a range of HR queries and requirements.
- Builds managers' expertise in HR matters.
- Uses agreed systems and processes to deliver service to customers.

### **Problem Solving**

- Uses questioning and active listening skills to understand requirements, establish root causes and develop HR solutions.
- Escalates complex situations as appropriate.

### **Communication & Interpersonal**

- Deals effectively with customers/colleagues.
- Communicates well through a range of media and adapts style to suit audience.
- Builds trust and sound relationships.
- Handles conflict and situations professionally and confidentially.

### **Teamwork**

- Consistently supports colleagues/collaborates within the team to achieve results.
- Builds strong working relationships.

### **Process Improvement**

- Identifies opportunities to improve HR performance and service.
- Supports implementation of projects/changes within the business.

### **Managing HR Information**

- Maintains HR records.
- Prepares reports and management information from HR data.

### **Personal Development**

- Keeps up to date with business changes and HR legal/policy/process changes relevant to role.
- Seeks feedback and acts on it to improve performance and overall capability.

## **BEHAVIOURS**

### **Honesty & Integrity**

- Is truthful, sincere and trustworthy.
- Shows integrity by doing the right thing.
- Maintains confidentiality.

### **Flexibility**

- Adapts positively to changing work priorities and patterns.

### **Resilience**

- Displays energy and enthusiasm, dealing positively with setbacks.

## **Assessment**

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme.

- One to one support from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio.
- Case studies and in College course days as and when required for each learner
- Job shadowing and mentoring, cross training in other departments.
- Employer led in-house training.
- Independent learning and research as directed by the assessor, relevant to the area of study.
- Review of progress every 10-12 weeks with the Apprentice, Manager and Assessor, evaluating and contributing to what has been learnt and what the next steps to take are.

## **End Point Assessment**

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

### **Assessment events are:**

- Consultative Project: completed over a 3-month period following the gateway.
- Professional Discussion: 60-75mins professional discussion using a set criteria.

## **Progression**

This apprenticeship provides the foundation of a career within the profession, giving the base for further development within the sector to the L5 HR Consultant/Partner apprenticeship.

A 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.

## ***Fees***

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices are entitled to the national minimum apprentice wage within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, if you are aged 19 or over, the national minimum wage for your age would apply [<https://www.gov.uk/national-minimum-wage-rates>]

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at [employers@lincolncollege.ac.uk](mailto:employers@lincolncollege.ac.uk)

## ***Business Benefits***

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).