

Apprenticeship

HR Support

Level 3

QUALIFICATION OBJECTIVES

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 of 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.

QUALIFICATION OPPORTUNITIES

The assessment plan contains suggested qualifications/units that employers can use to ensure robust technical knowledge. 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 body's 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.

QUALIFICATION DELIVERY

The completion of this Apprenticeship Standard will require monthly training visits (face-to-face or via Teams/ Zoom) from a qualified IPS Trainer to help support the Apprentice develop skills and progress in the building of the Apprentice learning journal to prepare for the End Point Assessment.

Entry

The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSE qualifications at Grade C/4 and above.

Duration

The duration for this apprenticeship should typically be 15-18 months.

Progression

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).

Level

This qualification is completed via an Apprenticeship Standard at Level 3.

Awarding Body

The Chartered Institute of Personnel Development (CIPD) is the main professional body to accredit and award professional human resources (HR) and training specialist qualifications. The CIPD's qualifications are the recognised professional standard for HR and training specialists working across the UK's public, private and charity sectors.

Functional Skills

Learners without Level 2 English and mathematics will need to achieve this level prior to taking the End Point Assessment.

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OFF THE JOB TRAINING

The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all new full-time apprentices must spend at least 20% of their normal working hours on off-the-job training. For calculation purposes only, working hours are capped at 30 hours per week, and this equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours) completing off-the-job training.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice therefore, their programme must be extended (as per the apprenticeship funding rules) and at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

KNOWLEDGE	SKILLS	BEHAVIOURS
<ul style="list-style-type: none"> Business Understanding HR Legislation & Policy HR Function HR Systems & Processes 	<ul style="list-style-type: none"> Service Delivery Problem Solving Communication & Interpersonal Teamwork Process Improvement Managing HR Information Personal Development 	<ul style="list-style-type: none"> Honesty & Integrity Flexibility Resilience

GATEWAY REQUIREMENTS

- Been on programme for a minimum of 372 days.
- Achieved at least a Level 2 English and Maths.
- The decision as to when the apprentice is ready to move on to the end point assessment will be made by the Line Manager and the Training Provider based on their monitoring of the apprentices' progress. The Employer will make the final decision as to whether the apprentice meets or is close to meeting the requirements of the standard and is therefore ready to move on to End Point Assessment.

END POINT ASSESSMENT

The apprentice will be assessed against the apprenticeship standard using two complementary endpoint assessment (EPA) methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job.

The assessment process contains 2 main components.

1. EPA 1 – A Consultative Project, which contains real examples of work done by the apprentices in their role that will be completed after the Gateway, taking a maximum of three months. This should contain a range of evidence demonstrating that the apprentice has met the requirements of specific Knowledge and Skills.
2. EPA 2 - A Professional Discussion lasting 60 – 75 minutes that will be based around a question bank, exploring the specific Skills and Behaviours required.

APPRENTICE COMPLETION CERTIFICATE

Upon completion, the Apprentice will be graded with a Fail, Pass, or Distinction.

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