



# HR Support Level 3

## Apprenticeship Standard

# Overview



HR Professionals are 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. 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.

## **Duration:**

15 - 18 months

## **Entry Guidelines:**

English & maths at GCSE grade A\*-C/4-9 or Functional Skills Level 2 Apprentices must provide evidence of their existing qualifications before they can enrol



# HR Support Level 3

## Course Overview

Pre-programme	On Programme Learning covering Skills, Knowledge & Behaviours	Gateway	Independent End Point Assessment
Initial assessment English & Maths	CIPD Foundation Certificate in People Practice Level 3 (Day release, Hamilton Campus)		<ul style="list-style-type: none"> <li>• Consultative Project</li> </ul>
Skills Scan			<ul style="list-style-type: none"> <li>• Professional Discussion</li> </ul>
Induction with Trainer Assessor	On programme Assessments & Reviews: <ul style="list-style-type: none"> <li>• 6-8 weekly sessions with Trainer Assessor.</li> <li>• 8-10 weekly Progress Reviews with apprentice and employer.</li> </ul>		

# Course Details

The **Knowledge** element is studied on a 'day-release' basis at Wirral Met College's University Centre, Hamilton Campus during the 15 months on programme. The HR support apprentice will understand:

## Unit 1: Business, culture and change in context

- External influences including the digital and commercial environment.
- Workplace culture and how people's behaviour shapes it.
- Concept of change and focused project planning.

## Unit 2: Principles of analytics

- A diverse range of analytics, essential to support decision making.
- Evidence-based practice to inform measures and outcomes.
- Different types of data measurement including conducting common calculations, interpreting organisational data and presenting findings.

## Unit 3: Core behaviours for people professionals

- Ethical practice, professional values and professional development.
- Conforming to regulation and law.
- Inclusive ways of working to clarify problems and issues, contributing views, accepting mistakes and working in a team.

## Unit 4: Essentials of people practice

- Employee lifecycle, policies, regulation and law.
- Recruitment and selection, shortlisting, interview and follow up actions.
- Talent management and reward.
- Performance management, appraisal, learning and development

# Skills & Behaviours

The **Skills & Behaviours** element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard, including:

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

Behaviours:

- Honesty and integrity
- Flexibility
- Resilience

The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

# English & Maths

English and maths will be naturally embedded within this apprenticeship, a summary of which as follows:

## English

- Written assignments
- Reading articles
- Actively listening to others
- Communicating with a variety of individuals from a diverse range of backgrounds.

## Maths

- Time management
- Data management that may be relevant to a variety of projects

# Gateway & End Point Assessment

Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer / Assessor agree that they are ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

The End Point Assessment must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence.

**End Point Assessment (EPA) normally takes 3 months to complete and consists of:**

## Assessment Method 1: Consultative Project

The apprentice's employer must agree the project activity with their apprentice's End Point Assessment Organisation and the project activity should typically take up to 3 months to complete.

The project will require the apprentice to describe how they have applied their knowledge and HR related skills to deliver the services required by their role. 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.
- Carrying out analysis of HR information and producing recommendations for action.

## Assessment Method 2: Professional Discussion

The purpose of the professional discussion is to determine the extent to which the apprentice understands the requirements of their role as defined by the apprenticeship standard and to explore them through discussion. The professional discussion (supported by the completed consultative project) may be carried out face to face, typically at the employer's premises, or remotely using e.g. video conference.

The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project.

# Grading & Progression



## Apprenticeship grading

The available grades for this apprenticeship programme are **Distinction, Pass or Fail**.

## Where can apprentices progress to?

On completion of the apprenticeship, apprentices will be able to progress their career in HR management. They may choose to progress on to a higher level apprenticeship e.g. HR Consultant Partner at Level 5.



**Conway Park Campus**  
**10 Europa Boulevard, Birkenhead CH41 4NT**  
**tel: 0151 551 7610**  
**email: [employerservices@wmc.ac.uk](mailto:employerservices@wmc.ac.uk)**