

HR Support – Level 3

Overview of role

Level 3 (equivalent to A levels at grades A to E)

Typical length 18 – 24 months

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.

What apprentices will learn

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.

Service Deliver

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

Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media e.g. 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 Improvements

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.

Honesty/Integrity

Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing. Always maintains appropriate confidentiality. 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

Qualifications

This is a Level 3 apprenticeship.

Successful completion of this standard will enable the individual to apply for Associate Membership (Assoc CIPD) of the Chartered Institute of Personnel and Development (CIPD), the professional body for the HR sector, if they take the qualifications suggested. Without the qualification, individuals can become an Associate Member of CIPD if their end point assessment is carried out by a provider approved by the professional body.

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.

Delivery

This apprenticeship is delivered in the workplace and at one of our fully equipped training centres around the country. The apprentice gains the knowledge, skills and experience for managing teams and projects to meet the organisation's goals.

The apprenticeship training is tailored to the needs of the individual employer and is delivered by highly qualified and technically competent training advisors. The programme is a blended combination of on the job tuition plus off the job master classes, workshops, e-learning content and professional discussions.

Additional training may be included such as short courses in mentoring, speaking and listening skills or giving presentations as appropriate.