

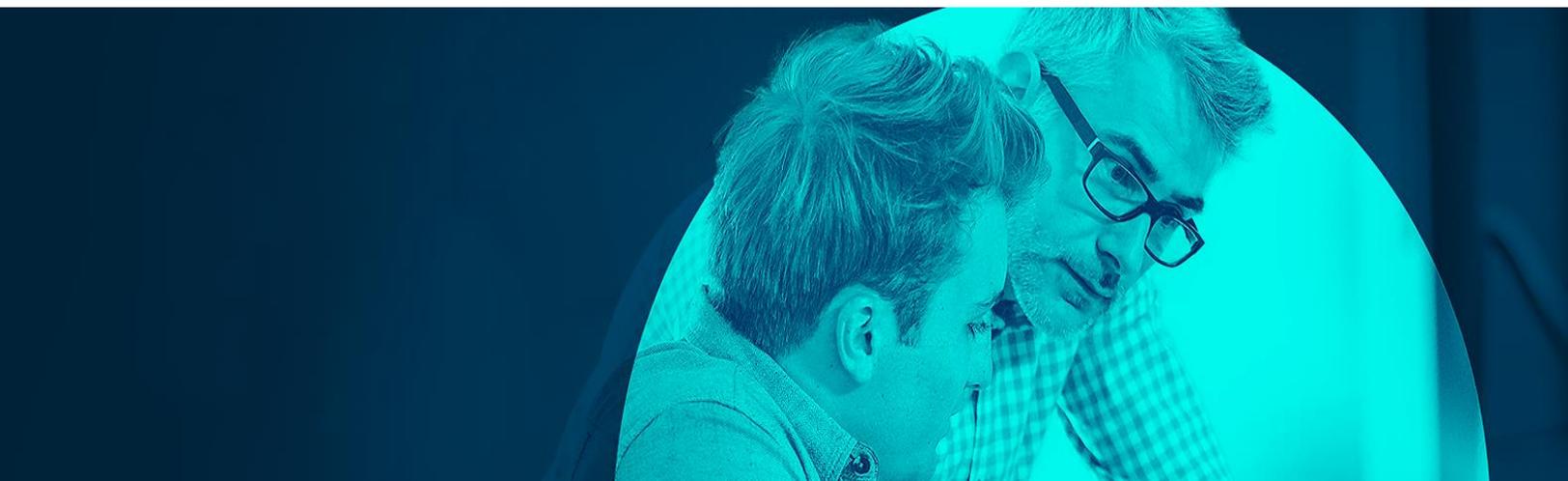


Programme Overview

HR Support Standard

Level 3

“To handle yourself, use your head; to handle others, use your heart”- Eleanor Roosevelt



Standard for HR Support

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. 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 complex, from recruitment through to retirement.

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 organization to employment tribunals or legal risk. In a larger organization 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 much does the course cost?

This course costs £5,000 which is paid for by the company. It is therefore of real benefit to you as an employee and to us as your employer!

You have the opportunity to complete this course for free! All we ask is that you are committed to the work required for the course and dedicate yourself to your learning programme

What will I be learning as part of the standard?

Knowledge	What is required (through formal and learning applied according to business environment)
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 roles fit in the organisation; the 'Values' by which it operates and how these apply to their role.
HR Legislation and 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 and 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	What is required (acquired and demonstrated through continuous professional development)
Service Delivery	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 & 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.

How will I achieve the standard?

You will participate in four elements of "End Point Assessment" and achieve a minimum 50% for each component.

Assessment Method	Area Assessed	Assessed By	Weighting
Consultative Project	Knowledge and some Skills	Independent Assessment Organisation	50%
Professional Discussion	Behaviours and some Skills	Independent Assessment Organisation	50%

How long will it take?

The standard takes 18 months with an integrated approach to the assessment of knowledge, skills and behaviours

We will cover the breadth and depth of the standard using on-programme assessment methods that integrate knowledge, skills and behavior components, and which ensure that you are sufficiently prepared to undertake your End Point Assessment.

You will achieve the following;

- **HR Support Apprenticeship Standard**
- **Maths Functional Skills Level 2**
- **English Functional Skills Level 2**

Behaviours	What is required (developed and exhibited in the workplace)
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 positively with setbacks when they occur. Stays positive under pressure.

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