

# HR Support Apprenticeship



**Level: 3**

**Duration: 18-24 months**

## Overview

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 an 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.

## Key Knowledge/Skills/Behaviour:

### Knowledge:

- Business understanding
- HR Legislation and Policy
- HR Function
- HR Systems and Processes

### Skills:

- Service Delivery
- Problem solving
- Communication and interpersonal
- Teamwork
- Process improvement
- Managing HR Information
- Personal Development

### Behaviour:

- Honesty and integrity
- Flexibility
- Resilience

## Entry requirements:

Learner must hold Level 2 qualifications, which could include: Grade A-C GCSE's, a Level 2 apprenticeship or other relevant qualifications. Apprentices without Level 2 Maths and English will need to achieve this level prior to completion of their Apprenticeship.

## Typical job roles:

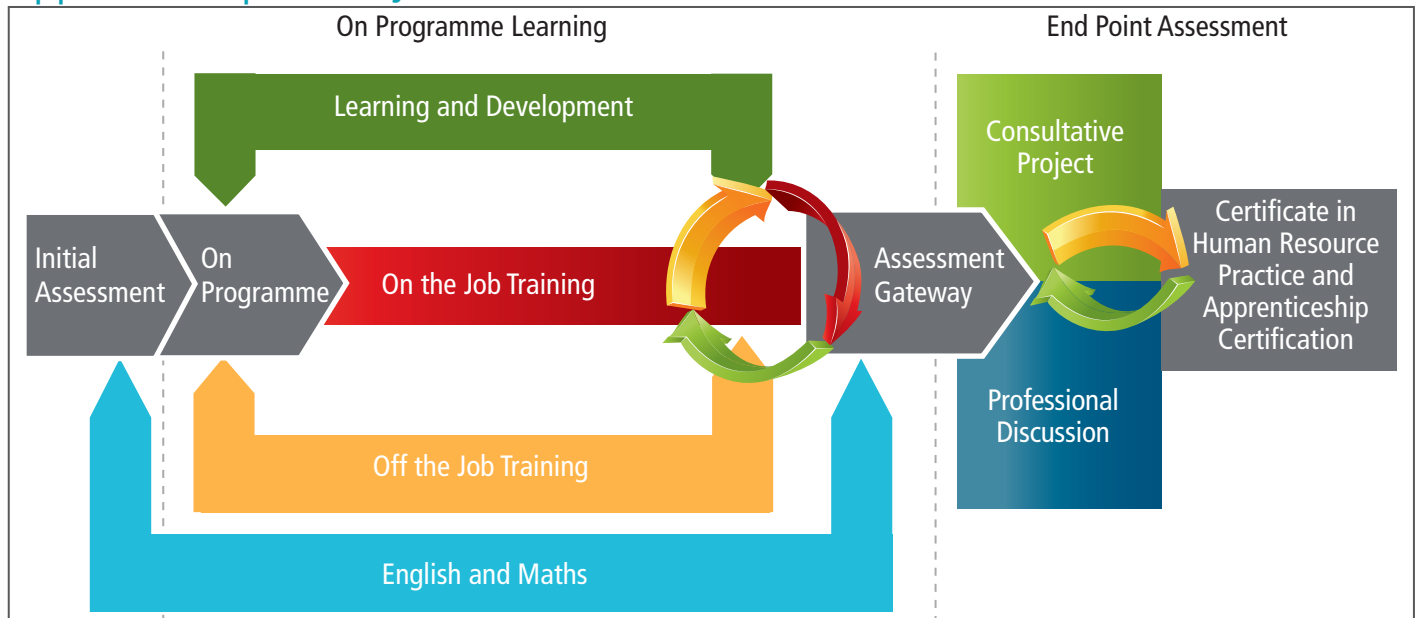
HR Administrator, HR Advisor, HR Officer, HR Support.

## Qualification achieved and professional registration:

- Level 3 Certificate in Human Resource Practice

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).

## Apprenticeship Journey



Assessment method	Weighting	Duration	To achieve a pass	To achieve a distinction
Consultative Project	50%	3-4 months	Pass (60 to 84 marks)	Distinction (85 to 100 marks)
Professional Discussion	50%	3-4 months		

### Off the job training

The apprentice will spend 20% of their training on learning and developing the required knowledge, skills and behaviours, which will take place out of the workplace and can be in a variety of ways such as; at college, online or face to face training and self-study time.

### Support from us

A dedicated Skills Coach will ensure apprentices are on track to complete their work-based learning and academic studies and will have the opportunity to feedback and tailor the programme further.

### Recruit an apprentice

Our Account Managers will support and guide you through every step of the way when taking on an apprentice, call our team of experts on 020 7391 6400 and we will advise you on the best way to proceed according to your requirements.

**Did you know you can use the government funding for apprenticeships to further develop the skills and knowledge of your existing staff**

**020 7391 6400 | [employer@capitalcct.ac.uk](mailto:employer@capitalcct.ac.uk)  
[capitalcct.ac.uk](http://capitalcct.ac.uk)**



CITY AND ISLINGTON  
COLLEGE

**wk**  
WestminsterKingsway  
central London's College

The College of  
Haringey, Enfield  
and North East London

part of  
**Capital City  
College Group**  
**GO FURTHER WITH US**

