

# HR Support

**Level:** 3

**Typical Duration:** 18 months

**Possible Job Role:** HR Support, HR Officer,  
HR Coordinator

## Course Overview

An HR Support Apprentice would typically be working in a medium to large organisation as part of the HR function, delivering front line support to managers and employees. They may also be acting as an HR Manager in a small organisation. This apprenticeship develops the skills of 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. It would often involve using HR systems to keep records; providing relevant HR information to the business, and working with the business on HR changes.

The aim of this qualification is to develop the knowledge, skills, and behaviour allowing the apprentice to take 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. This is an office based role, and could take place across a range of industries.

## Qualification Achieved

On completion of this apprenticeship, you will hold a Level 3 Apprenticeship in HR Support.

Additional qualifications achieved include:

- Level 2 Functional Skills Mathematics
- Level 2 Functional Skills English

## Progression

The role may act as a gateway to further career and training opportunities, including, but not limited to:

- Level 5 HR Consultant Apprenticeship
- HR Administrator
- HR Advisor

## Learning & Assessment

Apprentices will be assigned a dedicated tutor. The tutor will visit monthly in the workplace, as well as being on hand to support throughout the duration of the apprenticeship programme. The frequency of these sessions may be more depending on the needs of the apprentice.

## End Point Assessment

Each Apprentice must undergo an independent end-point assessment to determine the outcome of their apprenticeship. The assessments will assess the knowledge, skills and behaviours gained during their programme. The methods in which this apprenticeship are assessed are:

- Consultative Project
- Professional Discussion

## Entry Requirements

Individual employers may set their own criteria for this apprenticeship.

## Hire an Apprentice

We can work with you to source a suitable applicant for your organisation or you can up-skill your existing employees. If the employee is under 19 and your business has fewer than 50 employees, there will be no cost for the training. If they are over 19 and/or your business has over 50 employees then you will contribute 5% towards the cost of the training. For any businesses paying into the levy, all training costs will be covered.

## Recruitment

With our Talent Match recruitment service, Talent Bank, we will advertise your vacancy, screen applicants and pre-interview potential prospects in order to ensure you only interview the most appropriate candidates for your vacancy – all free of charge.

## E-Portfolio

We offer a dedicated virtual learning platform which allows learners to keep on track of their course. In addition to this, it allows our tutors and employers to keep up-to-date with the progression of learners.

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