



HR Support

Course Duration / 12 Months

Level 3 Apprenticeship Standard

Overview of the role: Handling day to day queries and providing human resources advice ranging from recruitment through to retirement.

Course 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 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.

Qualifications:

There are no required qualifications for this apprenticeship.

The employers are keen to drive up professionalism and standards within HR so the Assessment Plan contains suggested qualifications/units that employers can use to ensure robust technical knowledge.

Typical job titles include

HR Support, HR Officer, HR Administrator/Coordinator, People Administrator/Coordinator, HR Support and People Support



Contact Us

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HR Support Course Content

Course Content:

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

Skills and Behaviours:

- Service Delivery
- Problem Solving
- Process Involvement
- Managing HR Information
- Personal Development
- Teamwork
- Honesty and Integrity
- Flexibility
- Resilience
- Communication and Interpersonal

Professional recognition:

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).

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.



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