

WE ARE HERE TO HELP APPRENTICES BEE WHAT THEY WANT TO BEE

HR Support Apprenticeship

For more information on this apprenticeship standard, visit the [Institute for Apprenticeships](#).

1 The Apprenticeship

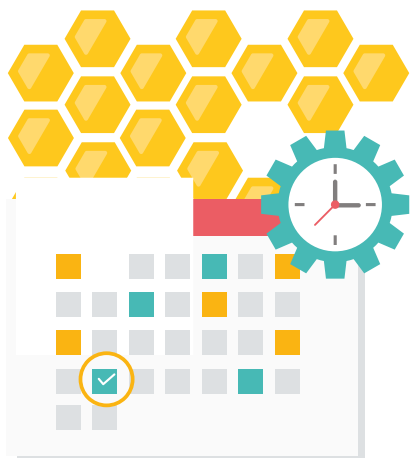
HR Professionals in the HR Support role are typically either working in a medium to large organisation as part of the HR function delivering front-line support to managers and employees or are a HR Manager in a small organisation.

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. HR Support will typically 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.

Funding Band: 8

Duration: 18 months

Level: 3



2 Initial Assessment Plan

Employers will set their own entry requirements in order to start on this apprenticeship.



3 On-the-job and Off-the-job training

This is where all the apprentice's training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan. Mathematics and English are required (level varies according to the standard).

4 Gateway

In order to enter into this phase, the apprentice will need to have passed all the relevant knowledge, skill and behaviour criteria as set out in the apprenticeship standard. It will be the employer's decision to place an apprentice through End-Point Assessment



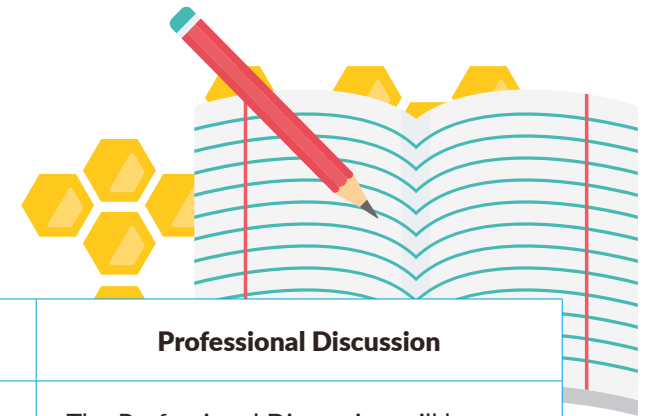
In order to pass, the apprentice must have achieved:

- Evidence of the relevant behaviours
- Level 2 in Mathematics and English
- On-programme progression meetings and records (if utilised)

If all the above has been completed, employers can feel confident that they are putting forward apprentices who are in the best shape to pass their End-Point Assessment.

5 End-Point Assessment

The synoptic End-Point Assessment will consist of two equally-weighted components. In order to pass the apprenticeship, the apprentice is required to pass each component. Each component is scored out of 100 and is broken down as follows:



| Consultative Project | Professional Discussion |
|---|---|
| <p>The Consultative Project will be a real example of work done by the apprentices in their role that will be completed after the Gateway, taking a maximum of three months. The Project will require the apprentice to describe how they have applied their knowledge and HR related skills to deliver the services required by the role as described in the Standard. It should describe a situation where the apprentice has successfully worked with a customer (probably an internal one) to deliver a specific piece(s) of HR advice or provide an HR solution(s) for them. The content of the 3000-word project should include the project objectives, the scope of the work, a description of the situation/problem/business need, the methodology used, information gathered, any conclusions and recommendations and finally what the implementation plan was. Distinction, Pass</p> | <p>The Professional Discussion will be conducted after the Independent End-Point Assessor has reviewed and marked the Consultative Project. It will focus on the skills and behaviours specified in apprenticeship standard, together with any knowledge and skills components that were not previously covered in the Consultative Project. Each of the End-Point Assessment components are weighted 50% each with Pass/Distinction grading the achievable results. Distinction, Pass</p> |

Grading

Once the two assessments have been completed, you will be provided with a mark score for each component and the overall grade for your apprenticeship will be worked out using the following grading table:

| Consultative Project | Professional Discussion | GRADE |
|----------------------|-------------------------|-------------|
| Pass | Pass | Pass |
| | Distinction | Pass |
| Distinction | Pass | Pass |
| | Distinction | Distinction |



6

Completion and Certification

Once the assessor verifies the apprentice has successfully completed all End-Point Assessments, TQUK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

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Occupational competence

Once the apprentice has achieved the HR Support apprenticeship there are many additional avenues which can enhance their training and skill set. These can include development into a HR Consultant/Partner, HR Manager, Employee Relations Manager or Training and Development Manager.

