



Apprenticeship Standard

HR Support Level 3

Who is it accredited by?

TheLightBulb Limited deliver this standard through CIPD as the preferred End Point Assessment Organisation.

What is this apprenticeship standard?

Typically, this apprenticeship will take 18-24 months.

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.

Link to professional registration and progression

Successful completion of this standard will enable the individual to apply for Associate Membership (Assoc CIPD) of the Chartered Institute of Personnel and Development (CIPD), the professional body for the HR sector, if they take the qualifications suggested. Without the qualification, individuals can become an Associate Member of CIPD if their end point assessment is carried out by a provider approved by the professional body.

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.

What are the entry requirements?

- Must be 16 or over and working at least 30 hours per week including all training and study time.
- Must be in an occupation relevant to the apprenticeship and hold a contract of employment.
- Must be allowed to use 20% of their working time to complete off the job training (6 hours a week from 1/08/2022)

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment and we will support the learner through this programme where necessary.

What's involved with this apprenticeship standard?

The learner will be assigned an learning and development mentor who will work with them throughout the qualification to support/mentor/teach and advise and to ensure that they are learning and meeting

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the requirements of this standard. The majority of this will take place using virtual systems + online meeting. Face to face on site visits can also be arranged.

To achieve the qualification they will be required to demonstrate a set of knowledge, skills and behaviours/personal attributes (KSB's) through an end point assessment process carried out by CIPD once the employer and TheLightBulb staff agree the apprentice has met the requirements, this cannot happen until the learner has been on their apprenticeship for a minimum of 12 months.

The end point assessment will test the entire standard and comprises of the following elements:

- **Consultative Project** - The Consultative Project will be a real example of work done by the apprentices in their role that will be completed in the last 3-4 months of the apprenticeship, 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 project should include project objectives, scope of the work, description of the situation/problem/business need, methodology used, information gathered / findings, conclusions and recommendations, implementation plan. Examples of typical projects might include: providing advice/guidance to a manager / team on a range of HR matters from recruitment through to retirement; taking a defined role in a larger project run by more senior members of the HR team; carrying out analysis of HR information and producing recommendations for action.
- **Professional Discussion** - The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project. It will focus on the Skills and Behaviours required, together with any Knowledge and Skills components that have not been covered in the Consultative Project. To ensure consistency of approach, the Independent Assessment Organisation will provide a bank of standard questions that the Independent Assessor will use. In addition, the question bank will also include questions that explore the Knowledge and Skills covered by the Consultative Project.

A summary of the knowledge, skills and behaviours that will need to be demonstrated are as follows:

Knowledge

Knowledge of:

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

Skills

- Service Delivery
- Problem Solving
- Communication & Interpersonal
- Teamwork
- Process Improvement
- Managing HR Information
- Personal Development

Behaviours & personal attributes

- Honesty & Integrity
- Flexibility
- Resilience

For a full breakdown and further information please visit the following website

<https://www.instituteforapprenticeships.org/apprenticeship-standards/hr-support/>

What's next?

For more information on how we can **upskill** your existing staff using this apprenticeship framework or help you to recruit an apprentice please call 01268 270648 or email info@thelightbulb.net

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