

HR SUPPORT

Apprenticeship

STUDENT FACTSHEET

YOUR FUTURE STARTS HERE

Developed by the industry experts, this apprenticeship is ideal for those who want to deliver front line support to managers and employees, or are a HR Manager in an organisation - handling day to day queries and providing HR advice ranging from recruitment through to retirement.

Key Information

Level	3
Duration	18-24 months
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at our Uxbridge/ Hayes/ Harrow campus
Typical job titles	Supervisor, Team Leader, Project Officer, Shift Supervisor, Foreperson, and Shift Manager
Key responsibilities	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.
Qualifications	- Pass end-point assessment - Level 2 Maths & English
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.

Choose a Trusted Provider



We are a top provider in London with consistently high success rates



We are the largest college group providers of apprenticeships in west London



We work with major companies including British Airways, Brunel University London & Menzies etc.



Most of our apprentices secure employment at the end of their apprenticeship

Discounted travel with an Apprentice Oyster card

Discounts on shopping with an NUS Apprentice Extra Card

Employers involved in creating this standard:

Walter Smith Fine Foods LTD, Marks and Spencer's, Lloyds Bank, Sanctuary Housing, Volvo, BT, Specsavers, EEF, Canon Europe, Bakkavor, Yorkshire Building Society, Marston's PLC, Severn Trent PLC, Jaguar Land Rover Limited, Civil Service Learning, The Community Housing Group, Carillion PLC, Compass Group plc, McDonald's UK, Dimension Data UK

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 🌐 www.hruc.ac.uk/apprenticeships
 🐦 @HRUCSkills



Apprenticeships & Skills
 Harrow, Richmond & Uxbridge Colleges

Sample Modules and Content

Knowledge	What is required?
Business understanding	Understands the structure of the organisation; the products and services it delivers; the external market and sector within which it operates; where their role fits in the organisation; the 'Values' by which it operates and how these apply to their role.
HR Legislation and Policy	Basic understanding of HR in their sector and any unique features. Good understanding of HR legislation and the HR Policy framework of the organisation. Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice.
HR Function	Understands the role and focus of HR within the organisation; its business plan / priorities and how these apply to their role.
HR Systems and Processes	Understands the systems, tools and processes used in the role, together with the standards to be met, including the core HR systems used by the organisation.
Skills	What is required?
Service Delivery	Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers. Builds managers' expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate. Uses agreed systems and processes to deliver service to customers. Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards. Plans and organises their work, often without direct supervision, to meet commitments and KPIs.
Behaviour	What is required?
Honesty & Integrity	Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing. Maintains appropriate confidentiality at all times. Has the courage to challenge when appropriate.

Frequently Asked Questions

What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the 'gateway'.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

Do I already need to have a job to start an apprenticeship?

You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job:

www.hruc.ac.uk/apprenticeships

Can I start an apprenticeship after Year 11?

Yes, you can! Young people in England must stay in education or training until they turn 18. If you're looking for a different option after Year 11, an apprenticeship could be the answer for you!

How much does an apprenticeship cost?

There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

View our vacancies to apply

www.hruc.ac.uk/apprenticeships



Already working? Upskill!

Turn your job into an apprenticeship. Call us on **01895 853622 / 0208 909 6328** to get you started.