

HR SUPPORT

Apprenticeship

EMPLOYER FACTSHEET

GROW YOUR OWN TALENT

Train your aspiring employees or hire new staff 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 math & 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.

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We are the largest college provider of apprenticeships in west London



We work with major companies including British Airways
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Government funding may be available. Eligibility and criteria apply

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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HRUC

Apprenticeships & Skills

Harrow, Richmond & Uxbridge Colleges

Modules and Content Summary

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.
Problem solving	Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions. Takes ownership through to resolution, escalating complex situations as appropriate.
Communication & interpersonal	Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media eg phone, face to face, email, internet. Adapts their style to their audience. Builds trust and sound relationships with customers. Handles conflict and sensitive HR situations professionally and confidentially.
Teamwork	Consistently supports colleagues /collaborates within the team and HR to achieve results. Builds/maintains strong working relationships with others in the team and across HR where necessary.
Process improvement	Identifies opportunities to improve HR performance and service; acts on them within the authority of their role. Supports implementation of HR changes/projects with the business.
Managing HR Information	Maintains required HR records as part of services delivered. Prepares reports and management information from HR data, with interpretation as required.
Personal Development	Keeps up to date with business changes and HR legal/policy/process changes relevant to their role. Seeks feedback and acts on it to improve their performance and overall capability.
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.
Flexibility	Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.
Resilience	Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur. Stays positive under pressure.