

Human Resources

Apprenticeship Level 3

An apprenticeship is a smart, cost-effective way to recruit new HR professionals or to upskill your existing staff. Above all, it means you can train someone to work in the way that suits your operation.

This apprenticeship is designed to train up a member of your HR team to deliver front line support to managers and staff, or to train a HR Manager in a small organisation. The apprenticeship includes: handling day-to-day queries and providing HR advice; working on a range of HR processes, 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.

Your trainee will learn how to provide 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.

Key Areas of Study

During the apprenticeship, your trainee will cover the essential knowledge, skills and behaviours which they will need to succeed in the workplace, as set out below. In addition, they will take a highly regarded qualification from the Chartered Institute of Professional Development (CIPD).

Quick Information:

New Apprenticeship Standard designed by employers for employers

Sector:

All sectors

Who is it for?

New recruits and existing staff

Start date:

Flexible to suit employers

Level:

Level 3

Duration:

Typically 18-24 months

How does it work?

Delivered in your workplace with training 1 day a week at College or on a blended learning basis with monthly workshops or online with tutor visits to your workplace every 4-5 weeks

Content:

Core knowledge, skills and behaviours

Assessment:

A consultative project and a professional interview

Qualification:

HR Support apprenticeship

Additional qualifications:

CIPD Level 3 Diploma in Human Resource Practice. Successful completion of the qualification and/or apprenticeship will enable application for Associate Membership of CIPD (Assoc CIPD)



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 e.g. 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 change relevant to their role. Seeks feedback and acts on it to improve their performance and overall capability.

Behaviours	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 changed.
Resilience	Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur. Stays positive under pressure.

Qualifications

Trainees on this apprenticeship will study for the CIPD Level 3 Diploma in Human Resource Practice. The course is modular and includes the following units:

- **Developing Yourself as an Effective HR Practitioner:** have a sound understanding of the knowledge, skills and behaviours required of an HR professional
- **Recording, Analysing and Using HR Information:** be able to record, analyse and use HR information
- **Managing Employment Relations:** Understanding the impact of employment law at the start, during and at the termination of the employment relationship.
- **Resourcing Talent:** be able to identify and understand the factors which affect your organisation's talent planning, recruitment and selection policies
- **Supporting Good Practice in Performance and Reward Management:** understand the purpose and processes of performance and reward management and the role of HR in promoting and supporting good practice
- **Understanding Organisations and the Role of HR:** know how HR activities support your organisation's strategy, assist in the achievement of business objectives and how these are shaped by internal and external factors
- **Delivering Learning and Development Activities:** be able to prepare for delivery of a Learning and Development activity, create a positive learning environment and be able to use a range of training techniques, methods and resources to deliver an inclusive L&D activity, for a group of learners, which meets identified objectives.
- **Supporting Change Within Organisations:** the main factors that need to be considered in the change process, why organisations need to change, change concepts and different ways of managing change

In addition, students will undertake a project which will be supported by their tutor and which will form part of the End Point Assessment of the apprenticeship, along with a professional discussion.

Training, Tutoring and Assessment

The whole apprenticeship programme typically takes from 18-24 months to complete, at which point your trainee can start their final assessment. Your trainee will mainly learn on the job but 20% off-the-job training with one-to-one tuition is part of the new apprenticeship standards. We will work closely with you to plan and deliver appropriate support and training including the CIPD qualification. This can be delivered through a selection of methods, to be agreed:

- On a taught basis, delivered on a weekly basis at the College
- On a blended learning basis, which includes workshops held every other month and one-to-one tutorials with your tutor
- On a distance learning basis, via one-to-one sessions with the tutor to suit the student every 4-5 weeks

The study sessions take the form of lectures, seminars, case studies, role plays, presentations, assignments and reports, all delivered by specialist tutors.

We will carry out joint reviews with you at regular intervals to discuss progress of the apprenticeship. You can use your normal performance management processes to monitor the progress of your trainee, provide feedback and guide development. Your trainee will also be expected to keep a portfolio or learning record with examples of their work to track their learning and development throughout the apprenticeship. This can be used in the joint reviews of progress and as part of the final assessment.

End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment. This will be taken in the final three to four months of the apprenticeship and will be measured as follows:

- **A Consultative Project** (50% of the marks) of approximately 3000 words. This will be a real example of work done by your trainee in their role, 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.
- **A Professional Discussion** (50% of the marks) that will explore the specific Skills and Behaviours set out above.

The End Point Assessment may be completed over a three to four month period to accommodate work scheduling and cost effective planning of resources.

Successful achievement of the assessment will lead to final certification of the apprenticeship and demonstrate that the apprentice is a fully competent HR Support Operative.

For more information on the assessment for this role, please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.

Apprentice Entry Requirements

As the employer you will set the recruitment and selection criteria for your apprentice. Typically candidates will have 5 GCSEs at Grade C/4 or equivalent, including English and Maths. Apprentices will need to achieve Level 2 Maths and English before completion of the apprenticeship. If tuition in Maths and English is required, we will provide this.

Your trainee will need to take out student membership of the CIPD in order to commence the Diploma. This will give them access to essential HR resources. Details are available on the CIPD website under the Student Membership section.

Future/Other Opportunities

- HR Consultant or Business Partner Apprenticeship Level 5

More information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email employer@sheffcol.ac.uk or call **0114 260 2600** to speak to one of our friendly employer advisors.

Why choose The Sheffield College?

The College has undergone a rigorous vetting system to become a Centre accredited by the CIPD, the Chartered Institute for Professional Development. The CIPD has become one of the largest organisations in the world representing those who specialise in the management and development of people. As a globally recognised organisation, it is committed to providing HR and Learning & Development professionals at every stage of their career with learning and development and CPD opportunities to help them improve and advance their careers and enhance the value they add to the profession and the organisations for which they work.

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your trainees.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.

At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

Get In Touch

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