



HR SUPPORT Level 3

 16 Months

In this role, you will typically work in a medium to a large organisation as part of the HR function delivering front-line support to managers and employees or are HR Managers in a small organisation. You will handle day-to-day queries and provide HR advice, work on various HR processes – from transactional to relatively complex, from recruitment through to retirement, use HR systems to keep records, provide relevant HR information to the business and work with the company on HR changes.

You will typically take ownership of 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.

FUTURE OPPORTUNITIES

- Human Resources Officer
- Recruitment Consultant
- Training and Development Officer
- Employee Relations Adviser
- Management Consultant
- Occupational Psychologist

OUR PARTNERS

JOSEPH



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BUILDING SERVICES LTD**

PROGRAMME OF STUDY

- Level 2 English Qualification
- Level 2 Maths Qualification



KNOWLEDGE

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

SKILLS

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

BEHAVIOUR

- Honesty and Integrity
- Flexibility
- Resilience



RESULTS

100%
EPA Pass rate

EXCELLENT

reviews from employers and
learners on 'Find an
Apprenticeship'

97%
of our learners are satisfied with
their overall learning experience





END POINT ASSESSMENT (EPA) REQUIREMENTS

CONSULTATIVE PROJECT

- The project must be a real example of work completed in the day-to-day role
- The project is completed after Gateway over a maximum of THREE months
- The project word limit is 3000

Project requires:

- Application of HR-related skills to deliver HR services
- Working with an internal customer to provide HR advice or solutions

Project content must include the following:

- Project objectives
- Scope of the work
- Description of situation, problem and business need
- Methodology used
- Findings and information gathered
- Conclusions and recommendations
- Implementation plan

Examples of typical projects include:

- Providing advice, guidance to a manager, team on HR matters such as recruitment, performance management, appraisal and redundancy
- Taking on a defined role in a larger project run by senior HR
- Carrying out analysis of HR info and producing recommendations for action

PROFESSIONAL DISCUSSION

- It can be held face-to-face or remotely
- Takes place within TWO weeks of the project being assessed
- The typical duration is 60 to 75 minutes
- The discussion focuses on skills and behaviours, together with knowledge and skills not covered in the project
- During the discussion, you will be asked 13 to 16 questions from a bank, each focuses on a specific knowledge, skill, or behaviour

EPA GRADES

- Pass
- Distinction



CIPD



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