



# HR SUPPORT

## Level 3, Apprenticeship Standard

### ELIGIBILITY/ENTRY REQUIREMENTS

- Aged 16+ years.
- GCSE grades 4-9 in maths and English.

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 and 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 explaining 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.

### APPRENTICESHIP REQUIREMENTS

Must be working in a HR environment and role.



**TYPICAL JOB ROLES IN THIS AREA INCLUDE:**  
**HR Assistant.**

**PROGRESSION ROUTE:**

Successful completion of this standard will enable the individual to apply for Associate Membership (Associate 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. There is also scope to study Human Resource Consultant to Level 5.

**KEY FACTS:**

<b>Delivery location</b>	Stretford Campus.
<b>Typical duration</b>	18 months.
<b>Study mode/frequency</b>	Day release or 2 evenings per week.
<b>Apprenticeship Standard</b>	HR Support Level 3.
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Business understanding</li> <li>• HR legislation and policy</li> <li>• HR function</li> <li>• HR systems and processes</li> <li>• Service delivery</li> <li>• Problem solving</li> <li>• Communication and interpersonal skills</li> <li>• Teamwork</li> <li>• Process improvement</li> <li>• Managing HR information</li> <li>• Personal development</li> </ul>
<b>Competency/skills or behaviours</b>	<ul style="list-style-type: none"> <li>• Honesty</li> <li>• Integrity</li> <li>• Flexibility</li> <li>• Resilience</li> </ul>
<b>Functional Skills</b>	Functional Skills will be required for English and maths at Level 2 if you have not attained GCSE at grade 4 or above (or equivalent).
<b>Assessment</b>	The end point assessment will include a consultative project and a professional discussion.

For further information contact START on **0161 886 7461** or email **start@tcg.ac.uk**  
 Stockport, Trafford, Apprenticeship, Recruitment Team