

APPRENTICESHIP FACTSHEET

HR SUPPORT



Duration: 12 Months



English & Maths: Level 2



Level: 3

THE APPRENTICESHIP

This course is designed for those looking to increase their understanding of Human Resources and its place within a business.

HR Professionals in this role deliver front line support to managers and employees. Their work is likely to include handling day to day queries, providing advice, 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 where errors could expose the organisation to employment tribunals or legal risk.

COURSE CONTENT

During this Apprenticeship, the learner will be required to develop knowledge, skills, and behaviours to effectively operate as HR Support. Including but not limited to:



HR LEGISLATION
& POLICY



UNDERSTANDING
OF BUSINESS



MANAGING HR
INFORMATION



COMMUNICATION
& INTERPERSONAL
SKILLS



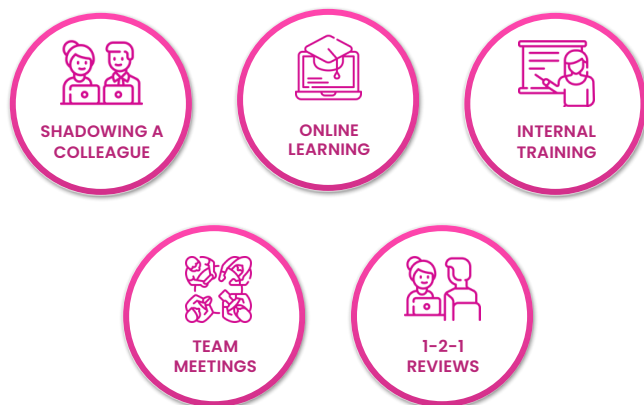
HR FUNCTIONS,
SYSTEMS, &
PROCESSES



FOR MORE INFO

OFF-THE-JOB TRAINING

The apprentice must receive off-the-job training (OJT) for a minimum of 20% of the time that they are paid to work throughout the duration of the Apprenticeship. There are many activities that can be calculated towards the OJT hours such as:



WHAT WILL YOU ACHIEVE?

This Apprenticeship will provide you with a better understanding of Human Resources and assist with career development. By the end, you will be able to:



MAINTAIN IMPORTANT HR RECORDS AS PART OF YOUR JOB ROLE



DELIVER EXCELLENT CUSTOMER SERVICE ON A RANGE OF HR QUERIES, PROVIDING SOLUTIONS, ADVICE, AND SUPPORT PRIMARILY TO MANAGERS



DEAL EFFECTIVELY WITH COLLEAGUES, USING SOUND INTERPERSONAL AND COMMUNICATION SKILLS



IDENTIFY OPPORTUNITIES TO IMPROVE THE CURRENT HR PERFORMANCE AND SERVICE FOR THE BUSINESS



ACHIEVE A NATIONALLY RECOGNISED QUALIFICATION AND RECEIVE VALUABLE WORK EXPERIENCE

END POINT ASSESSMENT

Duration: 3 Months

The End Point Assessment (EPA) begins when the Employer, Apprentice, and Protocol Consultancy Services agree the apprentice has met the apprenticeship standard, as shown in progress reviews.

The EPA ensures industry standards are met and can start after twelve months of learning once the apprentice is competent. Functional skills in English and Maths must be completed before the EPA.



EPA Methods



ASSESSMENT METHOD 1: 3000 WORD CONSULTATIVE PROJECT DETAILING REAL EXAMPLES OF WORK COMPLETED BY THE LEARNER



ASSESSMENT METHOD 2: A 60 TO 75 MINUTE PROFESSIONAL DISCUSSION WITH THE IEPA UNDERPINNED BY A PORTFOLIO OF EVIDENCE

WHY CHOOSE PCS?

Since 1996, Protocol Consultancy Services have guided over 5,000 learners through Apprenticeship programmes and achieved a 90% success rate. Benefits include:



TRAINING IS TAILORED TO MEET THE INDIVIDUAL NEEDS OF THE LEARNER AND EMPLOYER



PERSONAL TRAINING ADVISORS DELIVER HIGH-QUALITY BLENDED LEARNING, FACE-TO-FACE TEACHING AND INFORMATION ADVICE AND GUIDANCE THROUGHOUT THE PROGRAMME



RESOURCES WILL BE PROVIDED TO ASSIST LEARNERS DURING THEIR APPRENTICESHIP



SUBJECTS ARE BROUGHT TO LIFE USING ONLINE RESOURCES AND VIRTUAL LEARNING ENVIRONMENTS



REGULAR UPDATES ARE PROVIDED TO KEEP YOU UP-TO-DATE OF YOUR PROGRESS

PROGRESSION

There are several progression opportunities available following the completion of this level 3 Apprenticeship course, which members of our recruitment team will be happy to give you advice and guidance to support your choices.

Get in touch using the information or QR code below

CONTACT US

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