

The Swarm Training Programme

HR Support

Level 3



This apprenticeship develops the skills and competences in a HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation.

The Programme

This advanced HR apprenticeship is ideal for learners 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; 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.

The course involves undertaking a real project that is agreed with the business that the apprentice can take ownership of and which adds measurable impact to the business or department.

The training element will typically take up to 13+ months to complete with 20% off the job learning. The exact duration will be dependent on the previous experience of the individual.

Level: Level 3.

Duration: 13 months of learning. 12-14 weeks of End Point Assessment Process.

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Delivery Model:

- Hybrid of classroom workshops and remote webinars (depending on number of learners).
- One on One monthly mentoring and tutoring sessions to support in application of knowledge, skills and behaviours.

The Standard

Apprenticeship standards are based on occupational standards. An occupational standard is a short and concise document that describes what someone who is competent in the occupation normally does – ‘duties’, and the ‘knowledge, skills and behaviours’ (KSBs) required to carry out these duties competently; along with any qualifications that must be taken and alignment with professional recognition if applicable.

Knowledge

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

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.

Behaviours

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.

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.

Delivery of the Apprenticeship

The apprenticeship delivery journey is broken down into two phases. The duration of each phase is not static and will depend on the progress of the apprentice during the programme.

1. Month 1– 14: On programme training and learning (including any Maths and English requirements).
2. Month 14– 17: Gateway review and End Point Assessment.

Phase 1: On Programme Training and Learning

This is the phase that consists of all the activity in developing the skills, knowledge and behaviours of the HR Support Standard.

The knowledge delivery is a key part of the 20% off the job training and delivered via remote/classroom workshops or 121 via tuition.

The content of this is based on nine main learning outcomes that provide a depth of understanding for the skills.

1. Personal Development & CPD
2. Organisational Structure & Markets
3. HR Legislation: Good Practice in Managing Employment Relations
4. HR Systems & Processes
5. Change Management
6. Job Analysis Process
7. Talent Planning
8. L&D
9. Reward Management

Employer collaboration/involvement is key to supporting some of the workshops/content as many can be bespoke to meet the employer specifics.

English and Maths

If the apprentice has not already achieved level 2 in Maths and English, then we will provide learning and tuition to achieve them before completing the apprenticeships.

Tuition and Portfolio Building

Evidence to demonstrate the performance of knowledge, skills and behaviours will be supported via 121 tuition and evidence collected via our E portfolio system.

Phase 2: Gateway and End-Point Assessment

Gateway

When all learning has been completed and evidence in the portfolio has been gathered, the next process is to conduct the Gateway review. The gateway review is when the learner, employer and provider agree the learners readiness to progress to End point Assessment.

EPA Gateway Requirements

- Completion of the off-the job learning components of the programme.
- Confirmation from the employer that the apprentice is ready. It is recommended that the training provider is consulted by the employer to inform the decision.
- Apprentices without Level 2 English and maths will need to achieve this level prior to taking end-point assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and a British Sign Language qualification is an alternative to English qualifications for those whom this is their primary language.
- Completion of a portfolio of evidence.
- Agreement by the apprentice's employer and an independent assessor of a work-based project and a presentation to be produced during the EPA period. The agreed project start date will mark the start of the apprentice's 16-week EPA period.

The End-Point Assessment Process

The focus of the end point assessment is on the apprentice being able to meet the requirements of the Standard and to be able to demonstrate this through the work that they have done. It takes place in the last 3-4 months of the apprenticeship, once the apprentice has met the Gateway criteria, and consists of two assessment methods:

- Consultative Project
- Professional Discussion

The Employer, Training Provider and Independent Assessment Organisation will work with the apprentice to agree the content of the Consultative Project, providing guidance as to the content, structure etc. The Independent. The Assessment Organisation will sign this off.

Consultative Project

The Consultative Project will be a real example of work done by the apprentices in their role that will be completed after the Gateway, 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. (cont)

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. The project should be 3000 words +/- 10%.

Professional Discussion

The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project. It will focus on the Skills and Behaviours together with any Knowledge and Skills components that have not been covered in the Consultative Project.

To ensure consistency of approach, the Independent Assessment Organisation will provide a bank of standard questions that the Independent Assessor will use. The bulk of these will be the Skills and Behaviours that must be tested in the Professional Discussion. In addition, the question bank will also include questions that explore the Knowledge and Skills covered by the Consultative Project. There should be 13-16 questions in each Professional Discussion carried out with an apprentice and each question should focus on a single component of Knowledge, Skill or Behaviour .

Employer Support:

- Dedicated Senior Account Manager
- Quarterly Cohort Reviews with Senior Account Manager
- Employer Showcase in Swarm media and news
- Access to view Learners progress via our E-portfolio

For more information please don't hesitate to contact us.

Email: enquires@swarmgroup.org.uk

Phone: 0800 0868199

Costs:

Full Apprenticeship Cost Per Learner: £4500
(Maximum Funding Band)