

HR SUPPORT

£ Funding Band: 7 (£4,000) 🕒 Duration: 18 months 📊 Level: 3 ★ LARS: 191 🏷️ Standard N°: ST0239

1. THE APPRENTICESHIP

HR professionals in the **HR Support** 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; working with the business on HR changes. **HR Support** will typically take 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.



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**WE ARE HERE
TO HELP
APPRENTICES
BEE WHAT THEY
WANT TO BEE**”

2. ON-PROGRAMME

The Apprentice must have completed all on-programme elements in order to begin End-Point Assessment:



Functional Skills*
Level 2 English and
Maths



20% **Off-the-Job
Training**



**Consultative Project
Synopsis Checklist**

3. GATEWAY

In order to enter into the Gateway phase, the Apprentice will need to have passed all the relevant Knowledge, Skills and Behaviour criteria as set out in the Apprenticeship Standard. After a meeting between the Apprentice, Employer and Training Provider, it will be the Employer's decision to place an Apprentice through End-Point Assessment.

Resources

Training Qualifications UK has developed a range of resources for this Apprenticeship Standard to help the On-Programme Assessor and Apprentice to understand and complete Gateway and each End-Point Assessment component.



Functional Skills*

All Level 3 or higher Apprenticeship Standards require the Apprentice to have successfully completed Level 2 Functional Skills in both English and maths qualifications (or equivalent) in order to progress through Gateway to undertake End-Point Assessment.

As an End-Point Assessment Organisation (EPAO), Training Qualifications UK is required to see evidence of an Apprentice completing the relevant Functional Skills qualification assessments where necessary in order to verify Gateway requirements have been met. To find out what evidence Training Qualifications UK will accept for this Apprenticeship Standard, see our **Level 3 or Higher Apprenticeship Functional Skills guidance** on Verve EPA under the Support Materials.

4. END-POINT ASSESSMENT

The synoptic End-Point Assessment will consist of **two** equally-weighted components. In order to pass the apprenticeship, the Apprentice is required to pass each component:



Consultative Project

The Apprentice will complete a Consultative Project Synopsis Checklist and submit this at Gateway. Following approval by the End-Point Assessor, the Apprentice will have three months to complete and submit a 3,000 word (+/-10%) report on their Project. Up to three components can be transferred to be assessed within the Professional Discussion. This must be confirmed when the project synopsis is agreed post-Gateway.

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 Apprenticeship Standard. It should describe a situation where the Apprentice has successfully worked with a customer (likely internal) to deliver specific HR advice or provide a HR solution(s) for them.

★ **Distinction, Pass or Fail**



Professional Discussion

The Professional Discussion will be conducted after the End-Point Assessor has reviewed and marked the Consultative Project. It will focus on the Skills and Behaviours specified in the Apprenticeship Standard. The Apprentice may also choose to transfer up to three of the Consultative Project's criteria to the Professional Discussion.

The Professional Discussion is expected to last 60-75 minutes. The duration will be determined by the number of questions required to cover all the criteria and the length of the Apprentice's responses.

★ **Distinction, Pass or Fail**

5. GRADING

Once the **two** assessment components are completed, the Apprentice will be provided with an overall grade for their apprenticeship using the following grading table:

Consultative Project	Professional Discussion	GRADE
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Distinction	Distinction

6. APPRENTICESHIP CERTIFICATION

Once the End-Point Assessor verifies the Apprentice has successfully completed all the End-Point Assessment components, Training Qualifications UK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the Apprentice receives their certificate in recognition of completing their apprenticeship.

Progression: The successful Apprentice may be eligible to apply for Associate membership of the Chartered Institute of Personnel and Development (CIPD) or any other professional body that recognises this apprenticeship within its membership criteria (membership is subject to the professional bodies own membership requirements).

7. OCCUPATIONAL COMPETENCE

The completion of this apprenticeship forms the foundation of a career within the profession, giving the base for further development through a career path within an organisation and/or through the HR Consultant/ Partner apprenticeship. The Apprentice can choose to stay within core HR or diversify into one of the specialist areas of HR.

Why choose Training Qualifications UK?

We're an End-Point Assessment Organisation for the 21st Century. While some are happy with traditional methods, we look for new ways of working to push the industry, our customers and their Apprentices forwards. We do this with a personalised approach to account management built around your needs, quick and responsive service that aims to respond to enquiries within 24 hours, and innovation that delivers efficiency through technology.

With us, you'll get:

- 1.** Expert, tailored End-Point Assessment support
- 2.** Assessor and Apprentice learning resources
- 3.** Access to our straightforward Apprentice management system, Verve EPA
- 4.** A clear and fair pricing structure
- 5.** Marketing and social media support to share your success

More Information

For more information on this Apprenticeship Standard, visit [The Institute for Apprenticeships](https://www.tq.uk). Already working with Training Qualifications UK? Contact your dedicated Client Relationship Officer to find out more about this Standard and others. If you're new to Training Qualifications UK, you can get in touch through the below channels.

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