

For **new** or **existing** staff

# HR Support Level 3

Delivered by Gloucestershire College

This apprenticeship Standard is suitable for HR professionals, typically working in a medium to large organisation within a Human Resources department delivering front line support to managers and employees, or a HR Manager working in a smaller 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 take ownership for providing advice to managers on a wide range of HR matters using company policy and current law, giving guidance that is compliant and there errors could expose the organisation to employment tribunals or legal risk.

## Delivery model and duration:

Workplace and workshop delivery

**Duration:** Minimum 18 months

## Ideal for:

- HR Administrator
- HR Officer
- HR Support
- HR Advisor

## The apprenticeship will cover the following core areas:

- Organisational Structure
- The role of Human Resources
- Legislation and Policy in Human Resources
- Systems and Processes in Human Resources
- Talent Resourcing
- Supporting Employee Relations
- Supporting Performance and Reward
- Developing yourself as a HR Practitioner

## Benefits to business

- Excellent opportunity to upskill existing staff and manage succession planning
- Focused High Performing Teams
- Increased profitability
- Increase staff retention and experience

## Qualification:

### Level 3 Certificate in Human Resource Practice

» **Completers may want to progress to**  
CIPD L5 Certificate in Human Resource Management

## Entry Criteria:

- 4 GCSEs grades A-C or 9-4 including English and maths

## Benefits for learners

- Build confidence as a HR Practitioner
- Gain support from Industry recognised trainers
- Develop a wide range of human resource skills
- Obtain a nationally recognised qualification



## Why work with Gloucestershire College

We will work in partnership with you to help you achieve your business objectives by providing exceptional apprenticeship programmes, a comprehensive range of staff training and skills development courses and access to an unrivalled resource of motivated and work ready employees.

☎ 01452 563400

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## Components

- English, maths Functional Skills  
Level 2

Unit	Overview
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.
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.

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