



HR Support Level 3

Overview



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The HR Support Level 3 programme is for People Professionals that deliver front line support to managers and employees. Their work is likely to include handling day to day queries and providing HR advice and working on a range of HR processes whilst ensuring they always comply with company policy and current law.

On completion, delegates will have developed a clear understanding of the business situation through appropriate questioning and active listening, and will be able to apply HR legislation, policies and procedures relevant to their role. They will be able to provide advice and guidance that are appropriate to the business context whilst building the skills of managers in dealing with HR matters.

Key responsibilities may include:

- Striving for a better workplace for all, working closely with managers
- Arranging employee recruitment and championing diversity
- Dealing with employee records
- Organising and advising on disciplinary procedures
- Overseeing employee relations
- and services including welfare and counselling
- Organising training and development initiatives
- Ensuring pay and benefits are correct for each employee

Benefits



Advance their business understanding



Develop knowledge of HR legislation and policy, whilst becoming competent using HR systems and processes



Become skilled in service delivery, problem solving and process improvement



Strengthen communication and interpersonal skills



Build on behaviours such as flexibility and resilience

Suitable for those who:

- Have experience as a people professional and want to deepen their understanding of the sector
- Are newly appointed to a HR role who will be involved in delivering Frontline Support to HR managers and employees
- Are existing HR professionals who would like to further improve their knowledge and understanding of HR

Programme delivery

Programme length

13 months (on average) plus End-point Assessment (EPA).

Delivery method

- Programme delivered via 1-1 facilitated learning sessions
 - Virtual Learning platform
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Blended learning

Facilitated learning: Delegates complete learning sessions with their HR Coach every 4-6 weeks.

Self-study: Delegates are expected to carry out self-study using Lifetime's online learning platform.

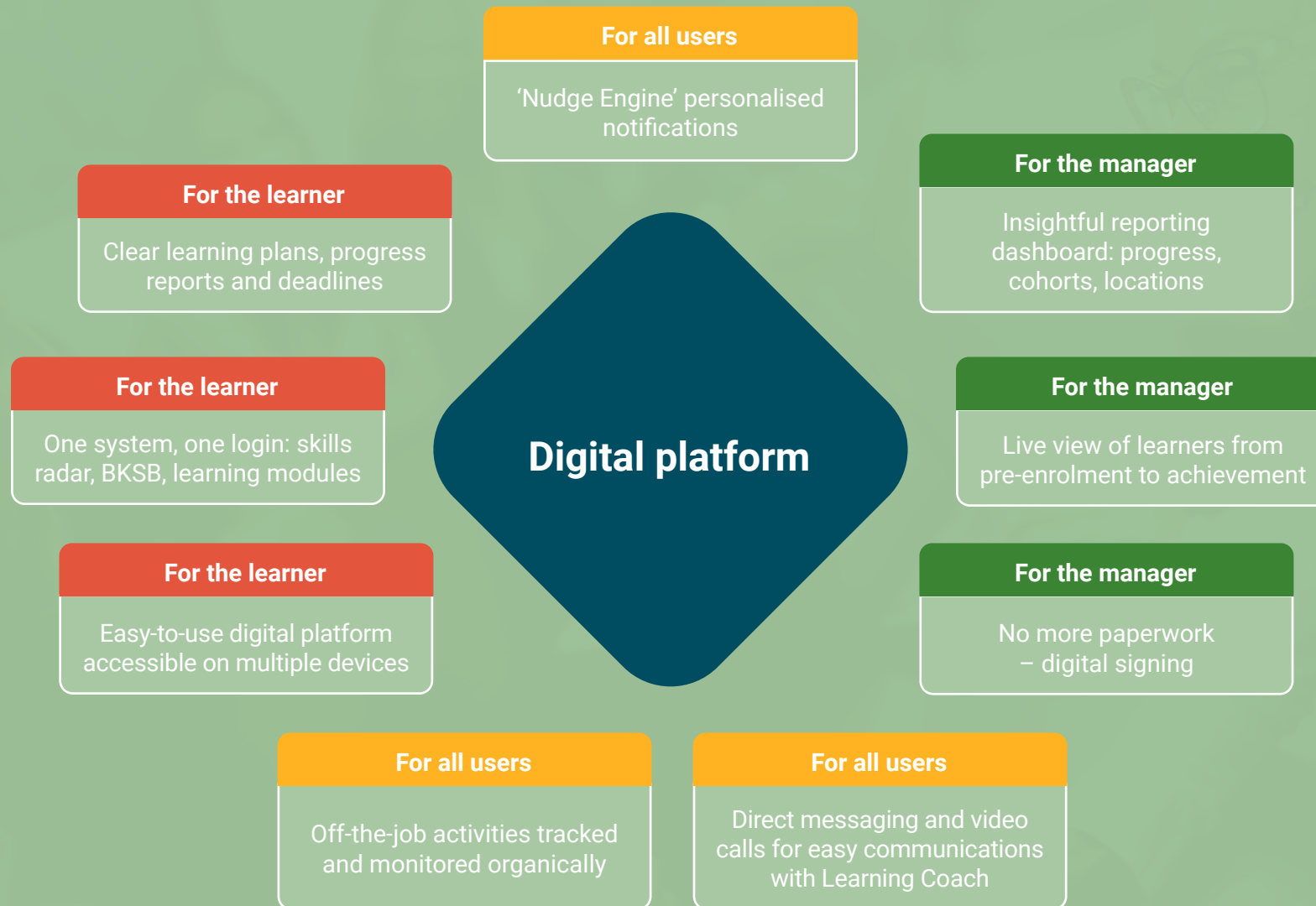
Virtual sessions: Carried out between the delegate and their HR Coach.

Contact: Delegates have access to their HR Coach via email, telephone and Lifetime's online learning platform.

Practice Assessments: Delegates will complete practice assessments and assignments at agreed milestones across the programme.



Blended delivery through Lifetime's online learning platform



CIPD Level 3 Certificate in People Practice

For an additional commercial fee (plus VAT), Lifetime are able to offer the industry and internationally recognised CIPD Certificate Level 3 in People Practice as an add on to the core apprenticeship standard.*

CIPD assessment units are completed after the End-point Assessment has been achieved. The units are as follows:



Learning throughout the apprenticeship will contribute towards delegate's knowledge required for completion of the certificate, with top-up learning, preparation and execution of CIPD assessments to be completed following End-point Assessment. This supports to reduce the time frame of the CIPD Assessment period. Upon completion, delegates may be eligible to apply for Associate Membership of CIPD.

*There may be additional cost if the delegate is not already a CIPD member, £95 plus VAT for qualification, then £203 for Associate Membership or £138 for the Student Membership

Programme modules

The delivery model is broken down over 7 topics:

1. Personal Development

2. Effective People Professionals

3. Your Role in the Organisation

4. People Analytics

5. Employee Relations

6. Business Partnering

7. Career Development



Programme module breakdown



Personal Development

- Self Awareness
- Feedback from others
- Time management
- Prioritising Workload
- Personal Development Plan and CPD



Effective People Professionals

- CIPD Profession Map
- Day in the Life
- The Internal customer service function
- Ethics and Values



Your Role in the Organisation

- Organisational Priorities
- Organisational Values and Change
- Your external market and sector



People Analytics

- Different types of People Data
- Maintenance of People records
- Analysing and preparing reports



Employee Relations

- Employment Law
- HR Policy and Procedures
- Employee Engagement
- End of Employment



Business Partnering

- Employee Lifecycle
- Recruitment and Selection
- Managing Performance
- Reward and Benefits



Career Development

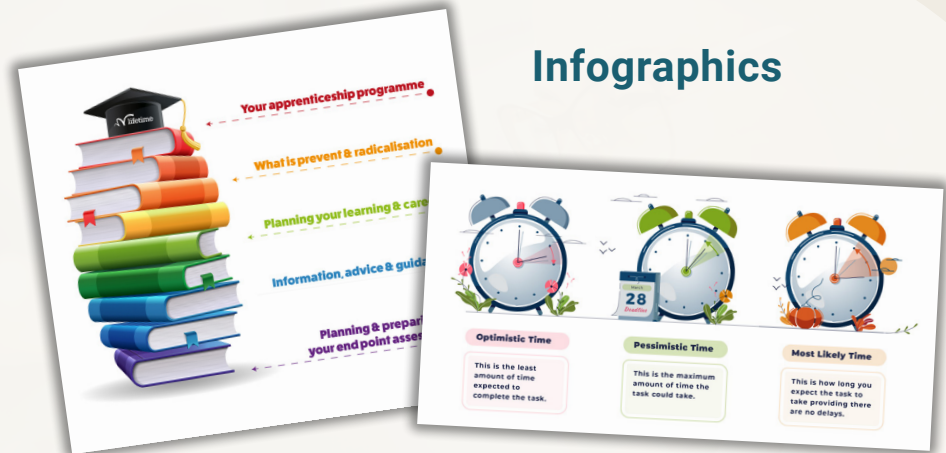
- What do I want to achieve
- Where am I now
- What's out there for me
- What am I going to do about it

Example Learning Resources

Videos



Infographics



Interactive activities



Pre-enrolment activities

1. Eligibility call

Establishes whether the delegate meets the eligibility criteria for an apprenticeship:

- UK/EU Resident for 3 years
- Not currently a student in funded learning
- Hasn't completed a similar qualification at same level or above

2. Maths & English Assessments

Delegates will complete initial assessments for maths and English.

To achieve the apprenticeship, delegates will need to either complete Functional Skills in maths and English or hold equivalent GCSE grade A-C prior to EPA.

4. Sign up completed

Launch date and programme schedule provided.

Learning commences.

3. Pre-enrolment Activity

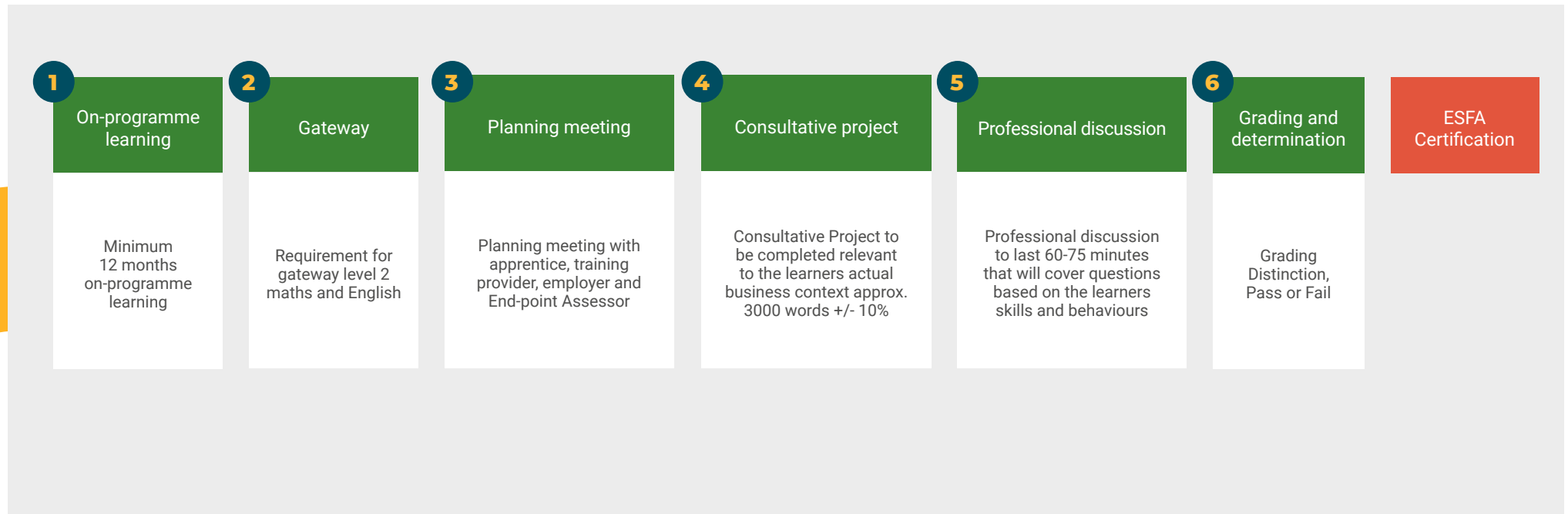
Delegates will complete a Skills Radar assessment to identify their starting point for their apprenticeship and may be asked to provide additional information to support their application.



End-point Assessment (EPA)



End-point Assessment journey





**Thanks for
your time.**

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 www.lifetimetraining.co.uk/contact-us

