

## Overview of our HR Support Apprenticeship (Level 3)

The University of Exeter HR Support Apprenticeship Scheme will elevate your career within Human Resources (HR). Upon completion of the apprenticeship you will have gained a recognised qualification and a diverse range of work experience within a Russell Group, UK top 10, University.

You could be working in one of our six colleges or professional services teams. You will receive an excellent educational experience from our training providers, and will be immersed in real time on the job training at the University of Exeter whilst in your day to day role.

HR Professionals in this 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.

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. In a larger organisation they may also have responsibility for managing a small team – this aspect is outside the scope of this apprenticeship and will need to be covered separately by the employer.

With a focus on adding value, your role contributes to the efficiency of the University, through support of functional areas, working across teams and resolving issues as requested. Flexibility and responsiveness is required to enable you to develop a wide range of skills.

## What are the entry requirements?

Applicants will need at least 5 GCSEs at grade C/4 or above including English and Maths (desirable ICT). Entry requirements may vary depending on the level of apprenticeship.

## What is the duration of my apprenticeship?

Dependent on the role you apply for at the University, your Apprenticeship will last **24 months**.

## What Qualifications will I achieve?

- ✓ Level 3 HR Support Apprenticeship: The employers are keen to drive up professionalism and standards within HR so the Assessment Plan contains suggested qualifications/units that employers can use to ensure robust technical knowledge.
- ✓ Apprentices without Level 2 English and Maths will need to achieve this level prior to completion of their Apprenticeship.
- ✓ Employer Rights and Responsibilities workbook

Successful completion of this standard will enable you to apply for Associate Membership (Assoc CIPD) of the Chartered Institute of Personnel and Development (CIPD), the professional body for the HR sector, if you take the qualifications suggested. Without the qualification, individuals can become an Associate Member of CIPD if their end point assessment is carried out by a provider approved by the professional body.

## What topics could I study?

- ✓ Providing solutions, advice and support

- ✓ Using sound questioning and active listening skills understand requirements and establish root causes before developing HR solutions
- ✓ Using sound interpersonal skills and communicating well through a range of media deal with customers and colleagues
- ✓ Handling conflicts and sensitive HR situations professionally and confidentially
- ✓ Consistently supports colleagues /collaborates within the team and HR to achieve results
- ✓ Identifying opportunities to improve HR performance and service; acts on them within the authority of their role
- ✓ Supporting the implementation of HR changes/projects
- ✓ Maintaining HR records
- ✓ Preparing reports and management information from HR data, with interpretation as require

All units must be continually assessed by the tutors and internally verified. An External Quality Assessor from the awarding organisation may sample portfolios and test administration to ensure Centre compliance with Quality Assurance procedures and correct interpretation of the national standards. When on your college day-release, you will be supported by your Skills Trainer/tutors. You will spend the remainder of the week in the workplace. Whilst at work, your Skills Officer will visit you and carry out assessments.

### What is it like to study and how will I be assessed?

Apprentices attend college one day per week for two college years. Apprentices work in the University HR team for 4 days per week to support college training.

The key focus of the Apprenticeship programme is **workplace training “on-the-job”** carried out in conjunction with the nominated supervisor/mentor. **“Off job” training**, knowledge delivery and assessment are carried out at a local College within the Computing Section. The knowledge modules are completed and assessed at a local College (Units above). The summative portfolio NVQ units are assessed at the University. An NVQ assessor will visit the apprentice in the workplace to observe some practical assessments and liaise with the supervisor/mentor to discuss the apprentice progress and set targets.

Attendance at college on one day a week is mandatory and is closely monitored by the Training Officer who will contact the employer if absence is reported. The day at College will consist of theory, practical and Functional Skills sessions. These sessions are designed to build skills and cover areas where the apprentice may not have responsibility in the workplace.

A Personal Training Plan will be designed to meet the apprentice needs and this will be updated and amended as the apprentice progresses and if circumstances change. Theoretical underpinning knowledge for each NVQ unit is given and linked to practical application and is supported by the NVQ assessor.

Evidence of the apprentice’s progress in the workplace is encouraged and is used within the NVQ portfolio to demonstrate consistent competence. This could be in the form of witness testimony of observed activities from the workplace supervisor and photographs of work in progress, plus examples of work that the apprentice has contributed towards and used.

### What can my apprenticeship lead on to?

Your apprenticeship at the University of Exeter will help you progress in your HR career through senior HR Support roles perhaps into a management role. On successful completion of your apprenticeship there may be opportunities to take up a permanent role at the University.

As your career develops, you may wish to continue your studies and enrol in an apprenticeship in HR Consultant/Partner (CIPD level 5), team leading, people management or leader management.

This could lead your career towards studying for an FdA Business or FdA E-Business Management, followed by a BA (Hons) Business with our training providers.