Course Information

CITY OF WOLVERHAMPTON COLLEGE

HR Support Apprenticeship Level 3

Study Mode: Full Time, Work Based Learning

Is this course right for me?

Professionals in this role typically work in a medium to large organisation as part of the HR function delivering frontline support to managers and employees or are a HR Manager in a small organisation.

Daily duties are likely to include:

- Handling day-to-day queries and providing HR advice
- Working on a range of HR processes, ranging from transactional to 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.

Entry Requirements

To access this apprenticeship, applicants are required to have:

- Minimum of five GCSEs at Grade 4 or above, including maths and English

What will I learn?

Throughout the programme apprentices will gain knowledge and understanding of:

- **Business:** 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:** HR in their sector and any unique features. HR legislation and the HR Policy framework of the organisation. HR Policies that are relevant to their role. Where to find expert advice.
- **HR function:** Role and focus of HR within the organisation; its business plan/priorities and how these apply to their role.
- **HR systems and processes:** Systems, tools and processes used in the role, standards to be met including the core HR systems used by the organisation.

What skills will I gain?

Apprentices will gain skills in:

Service Delivery: 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.

Problem solving: 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.

Managing HR information: maintains required HR records as part of services delivered. Prepares reports and management information from HR data, with interpretation as required.

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.

How will I be assessed?

Throughout the programme apprentices will be regularly visited in the workplace by a quaified assessor.

What can I do next?

Completion of the programme will enable the apprentice to progress to:

- Further career opportunities in the HR sector
- A range of leadership and management courses

Delivery

Location:

Start Date:

Day:

Time:

Course Fee:

Course Code: AP0170

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Apply online: **www.wolvcoll.ac.uk/apply**