Training Qualifications UK

TQUK Level 3 End-Point Assessment for ST0239 **HR Support** V1.1

Qualification Number: 610/1002/9

Standard Specification

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Key Information

Reference:	ST0239
Version:	V1.1
Level:	3
Typical duration to gateway:	18 months
Typical EPA period:	4 months
Maximum funding:	£4500
Route:	Business and administration
Approved for delivery:	25 August 2017
Date updated:	31/05/2022
Lars code:	191
EQA provider:	Ofqual

Apprenticeship Summary

Overview of the Role

Handling day to day queries and providing human resources advice ranging from recruitment through to retirement.

Occupation Summary

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.

Link to Professional Registration and 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).

It 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.

Assessment Methods

This end-point assessment (EPA) consists of two assessment methods:

- Consultative Project
- Professional Discussion

Assessment Order

The consultative project must be marked before the professional discussion takes place.

EPA Window

EPA will take place in four months from the apprentice being accepted through gateway.

Gateway Considerations

Before the apprentice can start their EPA, the training provider is required to upload the following:

- Photo ID
- Project Synopsis Checklist

At gateway, the training provider is also requested sign a declaration to confirm that the English and maths requirements have been met in line with the funding rules.

Scoring

This standard uses a numerical mark scheme. Each of the components, detailed in the grading table for each assessment method, will be given a score of 0-3 according to the scale below:

Grading Scale			
0	**1**	**2**	**3**
No evidence presented.	Some evidence presented but it does not fully meet the component requirements.	Evidence fully meets the component requirements.	Evidence is above the component requirements.

In order for the apprentices evidence to be marked at a 3, the apprentice will be required to show a greater depth and an extensive range of evidence related to that component. The apprentice should be able to evaluate the impact, benefits, and limitations of the apprentices actions.

Consultative Project

Project Synopsis

For this assessment, the apprentice will undertake a consultative projected for which the apprentice is required to work with a customer (likely an internal one) to deliver a specific piece of HR advice or provide HR solution(s).

Prior to gateway, the apprentice will discuss and agree on the apprentices consultative project with the training provider and employer. They may wish to use one of the example projects below:

- Undertake a data analysis project using company/HR data and produce a report for the apprentice's HR colleagues with recommendations
- Identify and implement a small HR improvement
- Support the delivery of a project which creates an HR solution to a business problem
- Support the development of a new or existing HR policy
- Support the development of a new HR system or organisation-wide process
- Work with line managers to provide guidance on HR matters (e.g. absence levels, employee engagement)

The training provider will submit the apprentices Project Synopsis at gateway. At the assessment planning meeting (APM), the End-Point Assessor will either approve the Project Synopsis or provide the apprentice with feedback and a resubmission date. This will be a maximum of one week following the APM. If the apprentice is required to resubmit the apprentice's Project Synopsis, please send this directly to the End-Point Assessor.

Consultative Project

Once the Project Scope been approved, the apprentice will have a **maximum of three months** to complete their consultative project. The project should be **3,000 words** (+/-10%).

The apprentices consultative project must cover all of the grading components assigned to this assessment method, excluding any the apprentice has chosen to transfer to the professional discussion.

If, during the completion of the consultative project, they find that the apprentice needs to transfer different or additional components (up to the maximum of three), the apprentice must complete a Component Transferral and Rationale Template and submit this alongside the apprentice's completed Project.

Grading

This assessment is graded distinction, pass or fail according to the grading criteria.

To be awarded a pass, the apprentice must achieve a total score of at least 60%. In addition, the apprentice must achieve a score of at least 2 against all components assessed.

To be awarded a distinction, in addition to meeting the pass criteria above, the apprentice must achieve a total score of at least 85% and all distinction criteria (marked with **(D)** in the grading table), must be marked as a 3. These components have been mapped against the following requirements for a distinction:

- Demonstrating insight into the issues facing the business
- Meeting challenging customer needs and delivering appropriate HR advice/guidance
- Taking personal initiative to constantly exceed required standards and targets

Grading Criteria

Knowledge
1. Business Understanding
Components
Understands the external market and sector within which it operates; the products and services it delivers. **(D)**
Understands the structure of the organisation, where their role fits in the organisation; the 'Values' by which it operates and how these apply to their role.
2. HR Legislation and Policy
Components
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.
3. HR Function
Components
Understand the role and focus of HR within the organisation.
Understands the HR business plan/priorities and how these apply to their role.
4. HR Systems and Processes
Components
Understands the systems, tools and processes used in the role, including the organisation's core HR systems.
Understands the standards that have to be met in the role. **(D)**

Skills
5. Service Delivery
Components
Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice, and support primarily to managers. **(D)**
Builds manager's 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. **(D)**
Plans and organises their work, often without direct supervision, to meet commitments and KPIs.
6. Problem Solving
Components
Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions. **(D)**
Takes ownership through to resolution, escalating complex situations as appropriate. **(D)**
7. Process Improvement
Components
Identifies opportunities to improve HR performance and service; acts on them within the authority of their role.
Supports implementation of HR changes/projects with the business.
8. Managing HR Information
Components
Maintains required HR records as part of services delivered.
Prepares reports and management information from HR data, with interpretation as required.

Professional Discussion

The professional discussion can take place face-to-face or remotely. Whichever option the apprentice chooses, the assessment must be taken in a controlled environment.

At least **five working days** before the apprentices professional discussion, the End-Point Assessor will send the apprentice an Agenda listing all the components that will be discussed.

The professional discussion will last **60-75 minutes**. The length of the assessment will depend on the number of questions asked to cover all the components and the length of the apprentice's answers. If the apprentice is in the middle of an answer at the 75-minute mark, the apprentice will be allowed to finish their response before the assessment's conclusion.

The End-Point Assessor can ask the apprentice **one question per component**, including any the apprentice has transferred from the consultative project. The apprentice may also be prompted to provide further detail or clarification. If the apprentice covers multiple components in the apprentice's answer to a question, the End-Point Assessor may not need to ask the question they have planned for those areas.

During the discussion, the apprentice may refer to notes.

Grading

This assessment is graded distinction, pass or fail according to the grading criteria.

To be awarded a pass, the apprentice must achieve a total score of at least 60%. In addition, the apprentice must achieve a score of at least 2 against all components, including those transferred from the consultative project.

To be awarded a distinction, in addition to meeting the pass criteria above, the apprentice must achieve a total score of at least 85% and all distinction criteria (marked with **(D)** in the grading table), including those transferred, must be marked as a 3. These components have been mapped against the following requirements for a distinction:

- Communicating effectively with people above the apprentice in the organisation, up to Senior Management
- Working well and delivering results when under pressure
- Taking a leadership role within the apprentices team when appropriate

KSBs and Grading Criteria

Skills
Communication and Interpersonal
Components
Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media e.g. phone, face to face, email, Internet. Adapts their style to their audience. **(D)**
Builds trust and sound relationships with customers.
Handles conflict and sensitive HR situations professionally and confidentially.
Teamwork
Components
Consistently supports colleagues/collaborates within the team and HR to achieve results. **(D)**
Builds/maintains strong working relationships with others in the team and across HR where necessary.
Personal Development
Components
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.

Behaviours
Honesty and Integrity
Components
Truthful, sincere, and trustworthy in their actions. Shows integrity by doing the right thing.
Maintains appropriate confidentiality at all times.
Has the courage to challenge when appropriate. **(D)**
Flexibility
Components
Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements for change. **(D)**
Resilience
Components
Displays energy and enthusiasm in the way they go about their role.
Deals positively with setbacks when they occur. Stays positive under pressure. **(D)**

Overall Grading

This standard is graded distinction, pass or fail. Each assessment component is graded individually. Once the apprentice has completed all assessment components, the grades are combined as described in the table below to determine the apprentice's overall grade.

Consultative Project	Professional Discussion	Overall Grade
Pass	Pass	Pass
	Distinction	
Distinction	Pass	
	Distinction	Distinction

A fail in any assessment component will result in a fail overall.

Resits and Retakes

If the apprentice fails any of the assessment components, they will be eligible for a resit or retake. The employer will determine the number of attempts the apprentice is permitted to make. The training provider is expected to make Training Qualifications UK aware of the apprentice's intention to resit or retake within a month of the original grade being received.

If they require a resit or retake, the apprentice's overall EPA grade will be capped at a pass.

Appeals

Training Qualifications UK's Appeals Policy, including time frames, can be found here.