

HR SUPPORT LEVEL 3



Blended learning
including virtual learning modules



Course duration
15 months (18 months with apprenticeship assessment)



Training time
Approx. 30 sessions



Funded learning
Funded via the Apprenticeship Levy



Apprenticeship level 3

OVERVIEW

The HR Support Level 3 Apprenticeship is designed for individuals working within a Human Resources or People function who support the delivery of HR services within their organisation.

This apprenticeship develops the knowledge, skills and behaviours required to provide effective HR support, contribute to people processes, maintain accurate employee records and support managers and employees across a range of HR activities. Learners will gain experience in areas such as recruitment, employee relations, HR administration, policy implementation and people practices.

Suitable for new and existing employees, this programme supports individuals looking to build a career within Human Resources while developing professional confidence and workplace expertise.

WHAT TO EXPECT

- As an apprentice, you will have approximately 30 educator sessions throughout the duration of your apprenticeship.
- You will see your educator every 3 weeks for your online sessions, these appointments will be there to discuss your progress, assign you tasks and prepare you for your apprenticeship assessment.
- AI Smart approach
- Virtual learning modules
- Upon completion of the apprenticeship learners will be able to become an Associate Member of CIPD*
*this is subject to a fee

ENTRY REQUIREMENTS

Individual employers may set their own entry requirements. The apprentice must already be employed for over 16 hours per week.

- If a candidate is 16-18 they must have achieved maths and English at Level 2 prior to completion of the course, this is something that can be completed with us if needed.
- If a candidate is 19+ and hasn't achieved in Maths and English GCSE before enrolling, it is up to the employer to decide whether these qualifications should be attempted.
- The candidate must be employed in a suitable role.

TYPICAL JOB ROLES

- HR Support Assistant
- Human Resources Administrator
- HR Officer
- HR Coordinator
- Recruitment Administrator

COURSE CONTENT

HR policies and procedures

Keep up to date with business changes and HR legal/policy/process changes relevant to the role. Seek feedback and act on it to improve performance and overall capability.

The Organisation

Understanding of HR in their sector and any unique features. Good understanding of HR legislation and the HR Policy framework of the organisation.

Record keeping and HR systems

Maintain required HR records as part of services delivered. Prepare reports and management information from HR data, with interpretation as required.

Problem solving and continuous improvement

Use sound questioning and active listening skills to understand requirements to develop HR solutions.

Professional behaviours within HR practice

Build trust and relationships with customers. Handle conflict and sensitive HR situations professionally and confidentially.

Communication Skills

Deal effectively with customers/colleagues, use interpersonal skills and communicate well through a range of media e.g. phone, face to face, email.

EMPLOYER & LEARNER SATISFACTION

97%

of Apprentices would recommend us*

99%

of Employers would recommend us*

APPRENTICESHIP ASSESSMENT

The apprenticeship assessment includes:

- Consultative Project
- Professional discussion

ADDED VALUE - AI SMART

Heart of England Training is helping learners and employers stay ahead with artificial intelligence. Through our AI Smart approach, part of the HOET Knowledge Boost, every apprentice develops practical AI skills that can be applied directly in the workplace. Learners are trained to use AI tools effectively and responsibly, helping them solve real business challenges, drive innovation, and add measurable value to your organisation.

We also offer AI-led videos aimed at employers to help explain elements of the apprenticeship and guide people through the process seamlessly.

What are the benefits?

- Flexible, adaptive learning to meet learner and workplace needs
- Confidence using AI to work smarter and more efficiently
- Digital capability that keeps your workforce ahead
- Gain knowledge through online resources that can be applied to real-life situations

