



Level 3

# HR Support



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# FAQs

**Q: Who is the qualification for?**

**A:** Those who are new to or looking to enhance their current role within their business in HR.

**Q: Is it part of an apprenticeship standard or initiative?**

**A:** ST0239 - HR Support

**Q: What industry sectors is it suitable for?**

**A:** All sectors! Public, private, and charities all rely on effective HR teams.

**Q: What does the qualification cover?**

**A:** This qualification allows candidates to learn, develop and practice the skills required for a career in HR. The content covers all the essential areas, with a focus on support.

**Q: What level qualification is it equivalent to?**

**A:** This qualification is equivalent to an A Level or NVQ Level 3.

**Q: What skills will I learn?**

**A:** You will learn how to effectively support with the management of HR within your organisation. Building effective relationships and supporting your organisations staff.

**Q: What opportunities for progression are there?**

**A:** This qualification allows candidates to go on and develop their skills and knowledge towards management responsibilities. They can also progress on to a higher level 4 or 5 management qualification.

**Q: What is a level 3 HR Support apprenticeship?**

**A:** It is a work-based program which combines on-the-job training with online class learning, equipping you with the skills to support your businesses HR needs.

**Q: What will I be responsible for?**

**A:** HR support within different aspects of your organisation with current and/or new staff members.



# Structure

## Entry Requirements

Entry requirements will be a matter for individual employers.

## Structure

Our candidates are trained to the highest standards, and they're fully supported to develop all the knowledge, skills and behaviours required to be outstanding HR Support.

The course duration is typically 12 - 18 months.

## Knowledge

Our course is delivered via live training webinars with specialist tutors.

## Skills and Behaviors

You will be appointed a designated Learning & Skills Coach, who will coach you through your qualification and complete regular assessments with you to support you in completing your qualification. You will have weekly contact with your tutor.





# Course Contents

- Management of self
- Awareness of self
- Problem solving and decision making
- The organisation and role of HR
- Business communication
- Building positive relationships
- HR relevant regulations
- HR roles
- Business fundamentals
- HR service delivery
- HR recording & analysing HR information
- Business fundamentals

Completion of these units will produce a portfolio of evidence of your competency.





# What is a HR Supports role and function?

The role and function of HR support focuses on providing assistance in managing the workforce and supporting the overall HR department. HR support professionals handle a mix of administrative, clerical, and operational tasks to ensure the smooth running of HR processes.



Off The Job



Employer Engagement