



City Skills

LEVEL 3 HR SUPPORT APPRENTICESHIP OVERVIEW



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CITY SKILLS APPRENTICESHIPS

Welcome to your City Skills Apprenticeship. The following guide has been designed to support you through your apprenticeship and help you to understand what to expect including key milestones, resources and related organisations.

We have developed a simple and effective journey to help you learn and ultimately showcase your new knowledge skills and behaviours.

Needs Analysis-

Before engaging in your training, we collaborate with your employer to identify what they would like the apprenticeship to achieve, for you and the wider business needs.

Enrolment-

We will ask you for some background information to analyse your experience, prior learning, work setting and capacity to ensure you are able to develop your skills over the duration of the apprenticeship. We also ask you to give your own personal apprenticeship goal. We will reflect on this throughout your apprenticeship to ensure you meet or exceed your expectations.

Learn & Embed new skills-

You will attend mandatory facilitated learning sessions throughout your apprenticeship to learn new knowledge, skills and behaviours (KSB). Following each session, you will be set challenging tasks to embed new learning in your workplace. Often you will have supporting

learning activities and learning checks on 'My Portfolio' (See page 5).

Off the job training (OTJ)-

Along side your apprenticeship, you will be developed through 'OTJ' training. The definition of OTJ training is 'new learning and development linked to your apprenticeship, during working hours'. You will be supported to achieve the OTJ hours by structured learning activities and employer support. Your facilitated learning sessions and post-session tasks make up the majority of this but also any new learning in your working hours will contribute to this

Reviews-

We believe it is important to regularly check how you are progressing through your apprenticeship. This helps you stay on track and enables us to support you early in the process. We conduct progress reviews approximately every 2 – 3 months. Your review will usually be with your development coach.

Evidence-

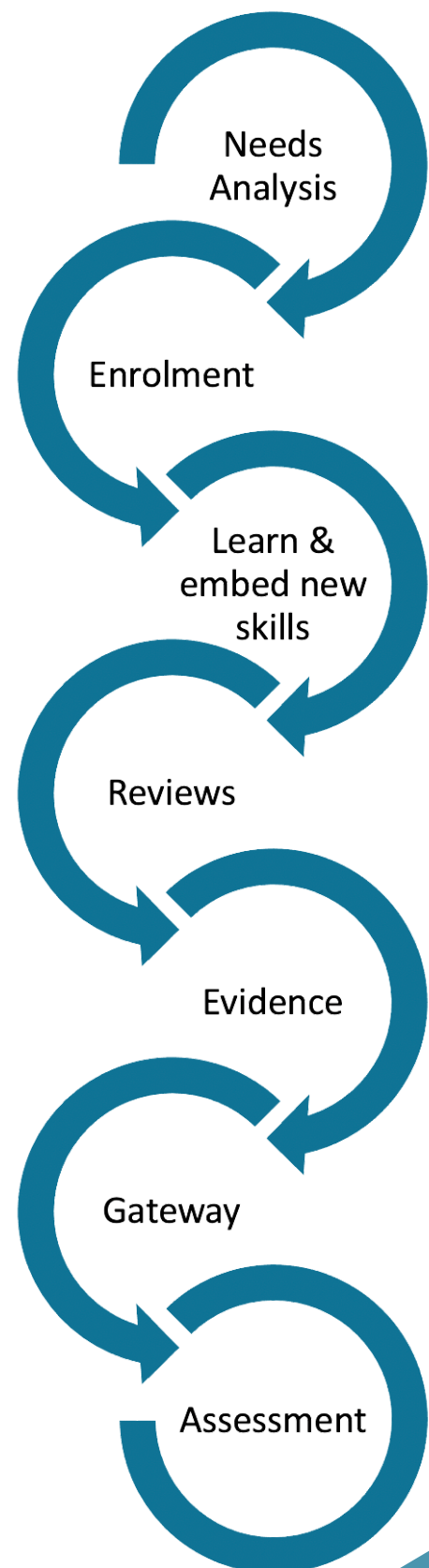
Once you feel confident you have embedded new knowledge, skills and behaviours, we will ask you to gather evidence, sometimes formally through a portfolio or informally through a reflective learning journal. You will have the option to store your evidence using 'My Portfolio'. This evidence is important to support your Gateway meeting and preparation for End-point assessments.

Gateway-

Once you have completed all learning activities and feel confident in your new knowledge, skills and behaviours, we will ask you to attend a Gateway meeting. The meeting will be attended by your manager, development coach and yourself. It is used to reflect on your direction of travel over the apprenticeship and confirm you are competent in all the KSB areas. The gateway conversations may establish there are one or two areas you would like further support. If this is the case, we will deliver further training in specific areas, to ensure you are confident and assessment ready.

Assessment-

The last step in the process is your end point assessment (EPA). This is an independent process run by your end-point-assessment organisation. We will be on hand to support but it is your EPAO who will make the final decision on whether you have met the necessary standard. This independence adds credibility to your training.



IMPORTANT INFORMATION

Your Training Provider	City Skills Limited
Email	training@city-skills.com
Phone	020 7157 9835
UKPRN	10065422
Platform	My Portfolio https://city-skills.com/
Your Development Coach	
Development Coach Email	
Development Coach Phone	
Your EPA Organisation	CIPD
EPA Contact	https://www.cipd.co.uk/learn/apprenticeship-standards
EPA number	EPAO123
EPA Platform	Smart EPA - http://smartepa.com/
Your apprenticeship standard	HR Support Level 3
Apprenticeship Standard and Assessment Plan	https://www.instituteforapprenticeships.org/apprenticeship-standards/hr-support-v1-1
Typical Duration	18 months
Typical Assessment Duration	4 - 5 months
Typical Off-The-Job Training	323 hours

MY PORTFOLIO & SUPPORT

My Portfolio

My Portfolio was custom built by our very own digital apprentice during the first COVID-19 lockdown in 2020. The system hosts your Portfolio of evidence (aka Showcase), progress reviews and Off-the-Job record.

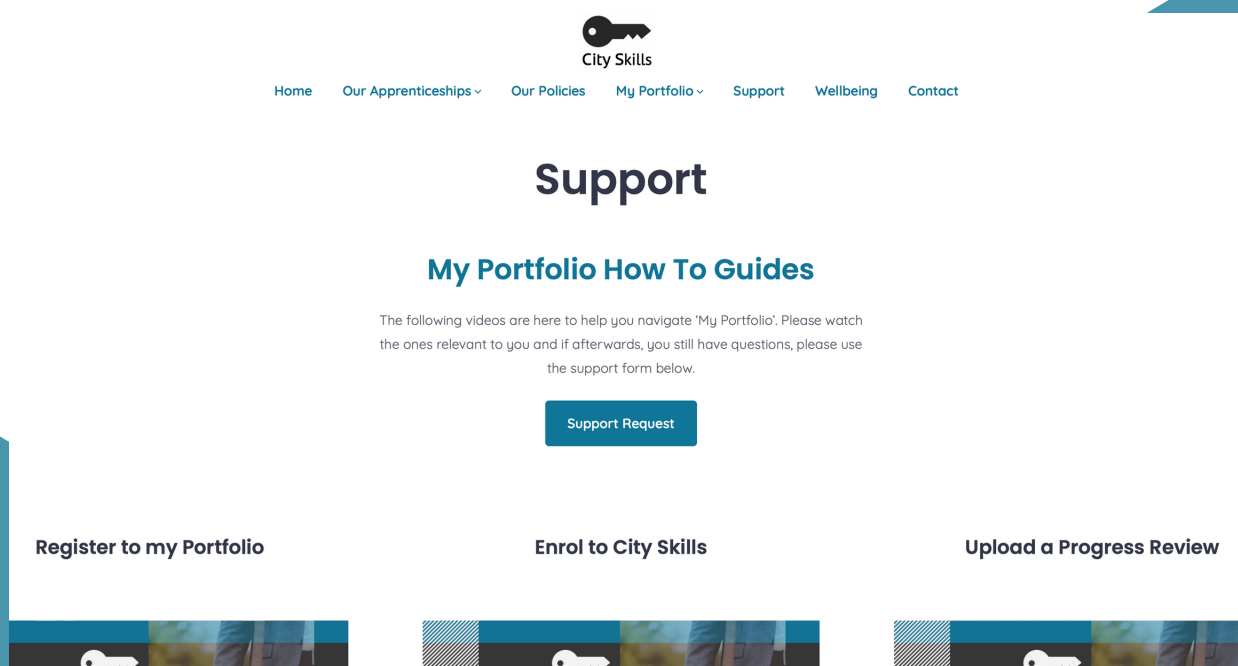
Your Facilitator/Development Coach will support you to understand what you need to do on My Portfolio between your delivery sessions.

Activities have been sequenced to build your knowledge, skills and

behaviours whilst giving you an opportunity to gather real life examples of how you have embedded your new skills to improve your working practice.

Support

If at any time you need some support with the system we have a number of short video guides to support you navigate the system, as well as the ability to raise a support request for more specific enquiries.



WELLBEING

City Skills take the safety and well-being of their apprentices, employees and partners seriously. Which is why we are pleased to partner with Health Assured to provide you with our wellbeing resources. This page provides our apprentices and employees key support functions for their safety and wellbeing.

Services Provided Include:

- 4 Week Programmes
- CBT Online Counselling
- Mini health checks
- Access to medical information
- Webinars
- Managing staff Wellbeing Resources
- The App and Portal Resources
- An app Mood Tracker



[Home](#) [Our Apprenticeships](#) [Our Policies](#) [My Portfolio](#) [Support](#) [Wellbeing](#) [Contact](#)



If you are in need of urgent help for mental, physical, financial or social issues please call our wellbeing provider available 24/7 – 365, who can help organise you immediate support..

OVERVIEW

Level 3 HR Support Overview

The Level 3 HR Support Apprenticeship Standard consists of several Knowledge, Skills and Behaviours (KSB). These have been designed by industry and approved by the Institute for Apprenticeships and Technical Education (IFaTE). You can view the required KSB's in full by clicking on the following link.

<https://www.instituteforapprenticeships.org/apprenticeship-standards/hr-support-v1-1>

English & Maths

English & maths are required at a minimum of Level 2 (GCSE A*-C or equivalent) for this apprenticeship. Please present evidence of these at the beginning of your apprenticeship. If you do not hold these, we will set out a plan to ensure you achieve them before your gateway meeting.

The Context of HR	Interpersonal Skills	Business Improvement	Service Delivery	Personal Development
Business Understanding The Structure & Values of the Organisation The HR Function HR Legislation & Policies	Effective Communication Building Trust Handling Conflict Building Business Relationships Effective Collaboration	Problem solving Process Improvement Change Management Project Tools & Techniques	HR Systems & Processes Managing HR Information Service Delivery Planning & Prioritising Setting KPI's	Understanding Gateway and EPA Personal Development Building Expertise Reviewing Progress Getting Ready for EPA Planning Your WBP

GATEWAY

Once you have completed your training period you will move in to end point assessment. Before this takes place, you must pass a gateway meeting with yourself, City Skills Development Coach/Facilitator & your employer. For this we will need-

Requirement	Example/Expectation/Form
Copies of your maths & English certificates (either completed with City Skills or exemptions if you have done them previously)	Good quality image or scan
Present evidence of how all Knowledge, Skills & Behaviours have been achieved.	Portfolio of evidence gathered
Two proposed dates for- <ul style="list-style-type: none"> Consultative project EPA 1 Professional discussion EPA 2 (both should be within 5 months of the gateway meeting, see below for more details) 	Add this as an attachment to the gateway form at the time of the gateway meeting. (Link below)
Create a Project Plan using CIPD form and Appendix on assessment plan pages 10-12 (see link in right column). Decide on Optional HR specialist modules.	(CIPD creating plan) https://www.instituteforapprenticeships.org/media/1235/hr_support.pdf
On passing Gateway prepare for you professional discussion using Appendix on assessment plan pages 10-12	https://www.instituteforapprenticeships.org/media/1235/hr_support.pdf
Complete the CIPD Certificate Claim Authorisation	https://city-skills.com/wp-content/uploads/2021/04/APPRENTICESHIP-COMPLETION-CERTIFICATE.pdf
Have your gateway meeting with yourself, City Skills Development Coach & Your employer and record on the Gateway form.	https://www.cognitoforms.com/CitySkills1/GatewayTripartiteAgreement

END POINT ASSESSMENT GUIDE

The EPA: is the final assessment for an apprentice to ensure they can do the job of an HR Support member. There are two assessment methods which must be completed, in the following order:

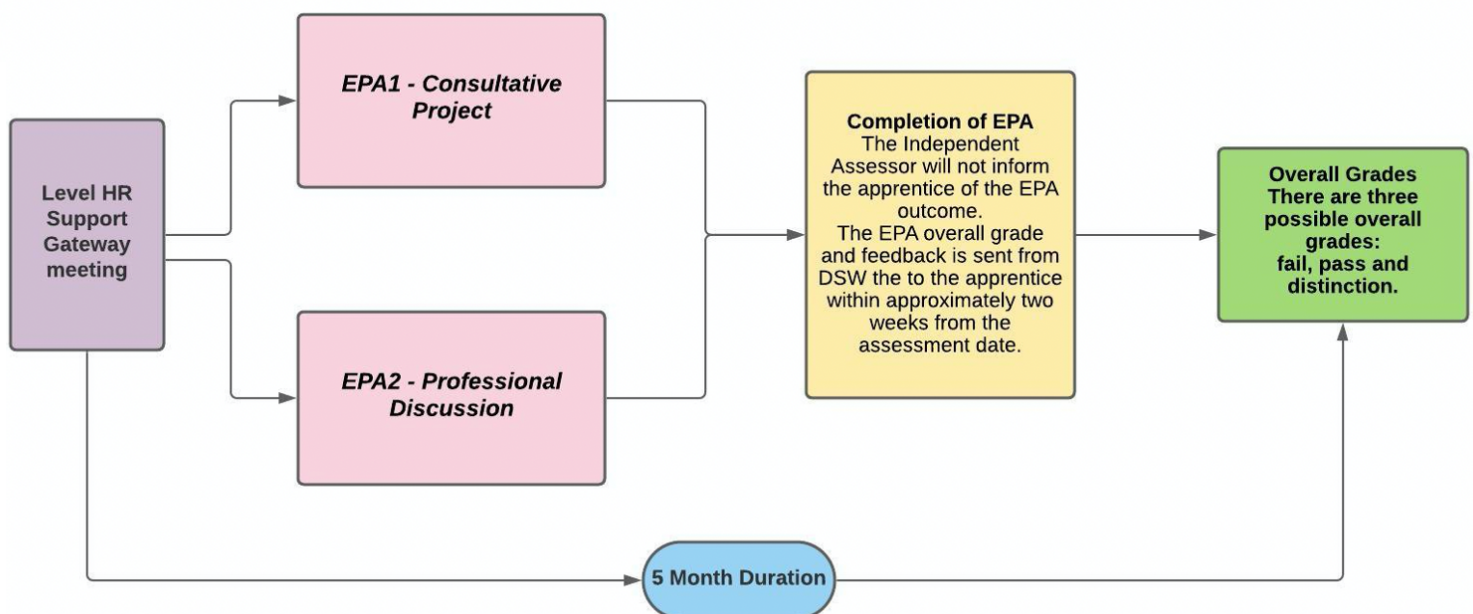
- A Consultative Project which contains a range of evidence demonstrating that the apprentice has met the requirements of specific Knowledge, Skills and the chosen Option as set out in the standard.
- A Professional Discussion that will explore the specific Skills and Behaviours set out in the standard.

HR L3 EPA

Requirement	Example/Expectation/Form	When
EPA1 – Consultative Project	The Consultative Project will be a real example of work done by the apprentices in their role that will be completed after the Gateway, taking a maximum of three months. The Project will require the apprentice to describe how they have applied their knowledge and HR related skills to deliver the services required by the role as described in the Standard. As the Consultative Project will be relevant to the actual business context and role that the apprentice is performing, it may not be possible to cover all the knowledge and skills that are expected in the Project. If this situation arises, then a maximum of three of the listed components of knowledge/ skill can be assessed in the Professional Discussion instead. This will be agreed when the Project is scoped at the start of the End Point Assessment and signed off by the Independent Assessment Organisation. The project should be 3000 words.	In line with project plan, submitted to CIPD. (approx. 4 months after gateway)
EPA2 – Professional discussion	The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project. It will focus on the Skills and Behaviours specified in Appendix 1, together with any Knowledge and Skills components that have not been covered in the Consultative Project.	Within two weeks of the project being marked

END POINT ASSESSMENT GUIDE

Level 3 HR Support End Point Assessment Guide



GLOSSARY

Development Coach/Facilitator-

This is the person who will support your learning.

EPA- This is End-point-assessment and it is the final stage of your apprenticeship.

EPAO- End-point-assessment Organisation. This is an independent body that will assign your assessor when you reach your EPA.

Gateway- This is a meeting between the apprentice (you), the employer and City Skills to confirm that you have achieved all minimum requirements and ready to be assessed.

My Portfolio- This is an on-line platform to track your progression and offers a reminder of what you you have achieved through evidence collection and your learner journal; as well as tasks to be completed.

OTJ- The amount of Off-the-job training required over the duration of your apprenticeship. This includes your taught sessions, reading, assignments etc but also the time you spend at work practicing the new skills you have acquired eg an apprentice on a management apprenticeship might learn to complete a performance review, if they then do this with their 5 reports this would all be OTJ.

Progress Review- A review of how you are progressing

Remote delivery- Training sessions completely using a digital interface such as Zoom or Teams.

ULN- Unique Learner Number, a unique number assigned to you for this and future funded qualifications