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| **Skills Assessment**  |
| **L3 HR Support** |

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| **Area of the Standard**  | **Learning Outcomes**  | **I am fully** **competent and can provide evidence to support my competence**  | **I have SOME experience of this area but need** **further training to** **gain experience and evidence**  | **I have NO experience of this area and will** **need training to gain experience and evidence**  |
| **Business Understanding****(Knowledge)**  | Understand the external market and sector within which your organisation operates, the products and services it delivers.  |   |   |   |
| Understand the structure of the organisation, where their role fits in the organisation, the ‘Values’ by which it operates and how these apply to your role. |  |  |  |
| **HR Legislation & Policy****(Knowledge)** | Basic understanding of HR in your 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 your role. Know where to find expert advice. |  |  |  |
| **HR Function****(Knowledge)** | Understand the role and focus of HR within the organisation. |  |  |  |
| Understand the HR business plan / priorities and how these apply to your role. |  |  |  |
| **HR Systems & Processes****(Knowledge)** | Understand the systems, tools and processes used in your role, including the organisation’s core HR systems. |  |  |  |
| Understand the standards that have to be met in your role. |  |  |  |

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| **Service Delivery****(Skills)** | Deliver excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers.  |   |   |   |
| Builds manager’s expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate. |  |  |  |
| Use 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. |   |   |   |
| Plan and organise your work, often without direct supervision, to meet commitments and KPIs |   |   |   |
| **Problem Solving****(Skills)** | Uses 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. |  |  |  |
| **Communication & Interpersonal****(Skills)** | 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 your style to your audience. |  |  |  |
| Builds trust and sound relationships with customers. |  |  |  |
| Handles conflict and sensitive HR situations professionally and confidentially. |  |  |  |
| **Teamwork****(Skills)** | Consistently supports colleagues/collaborates within the team and HR to achieve results. |  |  |  |
| Builds/maintains strong working relationships with others in the team and across HR where necessary. |  |  |  |
| **Process Improvement****(Skills)** | Identifies opportunities to improve HR performance and service, acting on them within the authority of your role. |  |  |  |
| Supports implementation of HR changes/projects with the business. |  |  |  |
| **Managing HR Information****(Skills)** | Maintains required HR records as part of services delivered. |  |  |  |
| Prepares reports and management information from HR data, with interpretation as required. |  |  |  |
| **Personal Development****(Skills)** | Keeps up to date with business changes and HR legal/policy/process changes relevant to your role. |  |  |  |
| Seeks feedback and acts on it to improve your performance and overall capability. |  |  |  |

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|  1. **Which skills and behaviours would you like to gain or improve over the course of the apprenticeship?**

1. **What impact you see the programme of learning having on your performance at work?**
2. **What challenges do you anticipate?**

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