

CIPD



L3 HR Support

HR Support Components List and Codes

Issue 1

Components List and Codes

Level 3 HR Support Apprenticeship Standards

It's essential that you provide evidence against all components allocated to this assessment method within the assessment plan. You'll need to provide sufficient evidence against all components in order to pass your End-Point Assessment.

Components shaded in grey below are those that carry the distinction criteria.

	Component Title	Code	Description	Assessment Method
K1	Business Understanding	K1.1	Understands the external market and sector within which their organisation operates, the products and services it delivers	Consultative Project
		K1.2	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.	Consultative Project
K2	HR Legislation and Policy	K2.1	Basic understanding of HR in their sector and any unique features.	Consultative Project
		K2.2	Good understanding of HR legislation and the HR Policy framework of the organisation.	Consultative Project
		K2.3	Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice.	Consultative Project
K3	HR Function	K3.1	Understands the role and focus of HR within the organisation	Consultative Project
		K3.2	Understands the HR business plan / priorities and how these apply to their role.	Consultative Project
K4	HR Systems and Processes	K4.1	Understands the systems, tools and processes used in the role, including the organisation's core HR systems	Consultative Project
		K4.2	Understands the standards that have to be met in the role	Consultative Project

S1	Service Delivery	S1.1	Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers	Consultative Project
		S1.2	Builds manager's expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate.	Consultative Project
		S1.3	Uses agreed systems and processes to deliver service to customers	Consultative Project
		S1.4	Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards	Consultative Project
		S1.5	Plans and organises their work, often without direct supervision, to meet commitments and KPIs.	Consultative Project
S2	Problem Solving	S2.1	Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions	Consultative Project
		S2.2	Takes ownership through to resolution, escalating complex situations as appropriate.	Consultative Project
S3	Communication and Interpersonal	S3.1	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.	Professional Discussion
		S3.2	Builds trust and sound relationships with customers.	Professional Discussion
		S3.3	Handles conflict and sensitive HR situations professionally and confidentially.	Professional Discussion
S4	Teamwork	S4.1	Consistently supports colleagues /collaborates within the team and HR to achieve results.	Professional Discussion

		S4.2	Builds/maintains strong working relationships with others in the team and across HR where necessary.	Professional Discussion
S5	Process improvement	S5.1	Identifies opportunities to improve HR performance and service, acting on them within the authority of their role	Consultative Project
		S5.2	Supports implementation of HR changes/projects with the business.	Consultative Project
S6	Managing HR Information	S6.1	Maintains required HR records as part of services delivered.	Consultative Project
		S6.2	Prepares reports and management information from HR data, with interpretation as required	Consultative Project
S7	Personal Development	S7.1	Keeps up to date with business changes and HR legal/policy/process changes relevant to their role.	Professional Discussion
		S7.2	Seeks feedback and acts on it to improve their performance and overall capability.	Professional Discussion
B1	Honesty and Integrity	B1.1	Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing.	Professional Discussion
		B1.2	Maintains appropriate confidentiality at all times.	Professional Discussion
		B1.3	Has the courage to challenge when appropriate.	Professional Discussion
B2	Flexibility	B2.1	Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.	Professional Discussion
B3	Resilience	B3.1	Displays energy and enthusiasm in the way they go about their role.	Professional Discussion
		B3.2	Deals positively with setbacks when they occur. Stays positive under pressure.	Professional Discussion