

# Human Resources Support Level 3



## Course Aim

- Understand business structures, external markets and values
- Up-to-date relevant legislation and policy frameworks
- Communication strategies and time management
- Decision making techniques (inc critical thinking, problem solving and emotional intelligence)
- Process improvement and quality assurance
- Customer service
- Personal and professional development (inc coaching and mentoring).

## Target Audience

This qualification is aimed at individuals working within the HR function, delivering front line support to managers and employees on a daily basis.

## Course Objectives

By the end of this programme, the apprentice will have vital underpinning HR knowledge; be able to handle queries and provide advice and have a clear understanding of HR processes and HR systems, keeping records and HR information up-to-date for the business.

## Important Information

- Programme length 18-24 months
- Functional Skills is optional for apprentices aged 19+. Apprentices aged 16–19 without GCSEs (grade C/4+) in Maths and English must achieve Functional Skills Level 2 before end-point assessment
- Once completed, learners may be eligible to apply for Associate membership of the Chartered Institute of Personnel and Development (CIPD).

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Costs are determined by the government, details available upon request.