



PRIORY APPRENTICESHIPS

HR Support Level 3

COURSE GUIDE

Overview

HR professionals play a key role in supporting the effective management and development of people within an organisation. They help ensure policies are followed, employees are supported, and organisational processes run smoothly.

The Level 3 HR Support apprenticeship develops the core knowledge, skills and behaviours required to work confidently within an HR function. Apprentices gain a strong understanding of HR processes, employment law, communication and organisational practice, enabling them to contribute effectively to workforce operations and employee experience

About Priory Apprenticeships

Priory Apprenticeships is part of a large Multi-Academy Trust, delivering a range of programmes covering multiple industries. Our programmes are rooted in our vast experience as a provider of education and designed in collaboration with industry to meet the needs of the modern workforce.

www.prioryapprenticeships.co.uk

Why

BENEFITS FOR EMPLOYERS

- Develops competent HR support staff who strengthen processes
- Supports workforce stability and employee experience improvements
- Improves consistency in applying policies, procedures and employment practices
- Enhances data accuracy, compliance and record management
- Funded, low-cost training accredited by industry
- Proven to improve retention and long term effectiveness of colleagues

BENEFITS FOR LEARNERS

- Builds strong foundations in HR practice and employment law
- Develops confidence in communication and stakeholder support
- Provides practical experience across core HR functions
- Strengthens understanding of compliance, policies and regulations
- Leads to a nationally recognised Level 3 qualification
- Supports progression into more senior roles

How is the Programme Funded?

This programme is eligible for funding through the apprenticeship levy or Government Co-Investment. Employers may also be eligible for incentive payments from the Government for each learner on this course.

Course Value: £4500

Speak to us if you have any questions around programme funding.

Requirements

LEARNER

- Must be able to complete practical tasks and gather workplace evidence
- Should be committed to attending workshops and completing assessments
- Must have employer support to complete off-the-job training
- Must not already hold a qualification at the same or higher level in HR Support

EMPLOYER

- Must provide a suitable role that allows the learner to practice a range of HR Support tasks
- Must allow active learning time (roughly 6 hours per week)
- Must support project activity and access to relevant systems and information
- Should assign a line manager or mentor to support learner progress

Typical Workshops

- 1 Introduction to HR & the Role of HR Support**

An introduction to the programme and the role of HR within an organisation, including core responsibilities and how HR supports business objectives.
- 2 Communication & Stakeholder Engagement**

Develop effective communication techniques for working with employees, managers and external stakeholders in a professional HR context.
- 3 HR Policies & Procedures**

Explore organisational policies and procedures, understanding how they are applied consistently and fairly across the workforce.
- 4 Employment Law Fundamentals**

Gain an understanding of key employment legislation and how it informs HR practice and decision-making.
- 5 Recruitment & Selection**

Learn how to support recruitment processes, including advertising roles, shortlisting candidates and coordinating interviews.
- 6 Employee Lifecycle**

Understand the full employee journey—from onboarding and development to performance management and exit processes.
- 7 Performance Management**

Develop knowledge of performance processes, including appraisals, feedback and supporting employee development.
- 8 Data, Systems & Record Keeping**

Learn how to manage HR data accurately, maintain confidentiality and use systems to support effective HR administration.
- 9 Equality, Diversity & Inclusion**

Explore inclusive practices and understand how HR supports fair and equitable workplaces.
- 10 Organisational Culture & Behaviour**

Understand how culture impacts employee engagement, performance and organisational success.

Typical Workshops

- 11 Supporting Employee Relations**
Learn how HR supports informal and formal employee relations issues, maintaining professionalism and fairness.
- 12 HR Systems & Processes in Practice**
Develop confidence using HR systems and applying processes within real workplace scenarios.
- 13 Portfolio Building & Preparing for EPA**
A structured session to prepare for your End-Point Assessment, including reviewing knowledge areas and practising assessment activities. Learn how to gather evidence and demonstrate your HR knowledge, skills and behaviours through your portfolio.

How Long is the Programme?

The HR Support programme is typically completed over 18 months, plus a 3 month assessment period.

How Will You Be Assessed?

Learners will be assessed throughout their programme and will be required to complete an end of programme assessment. During the programme learners build a portfolio of evidence demonstrating their leadership skills, behaviours and application within their workplace.

The EPA includes:

- A Consultative Project – a work-based project focused on an HR topic relevant to the organisation.
- A Professional Discussion – a structured conversation with an independent assessor based on the apprentice's portfolio and project.

Get Started

EMPLOYER

If you are an employer, you can nominate team members that you would like to complete this professional training. Scan the QR Code and complete the short form or get in touch via our contact information below.

LEARNER

If you would like to enrol onto this programme yourself, speak to your line manager and they will support you. You can also reach out to us directly. Please note that we will need to contact your line manager to confirm you have support to complete the programme.



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