

Level 3 HR Support.

It takes exceptional HR professionals to lead an exceptional workforce. Today, HR teams are required to develop a happy, motivated and productive workforce, whilst being proficient in people analytics, service delivery, and understanding systems and processes. That's why your team also needs the right skills – from entry level right the way through to leadership.

Setting strong foundations with a wide range of logical and analytical skills, our Level 3 HR Support apprenticeship gives you and your organisation the tools to effectively and sensitively deal with workplace situations. With hands-on learning led by expert coaches, you will develop high-level skills that are crucial to a modern HR function; these skills will include HR analytics and project management. You will also be given the opportunity to achieve a Level 3 CIPD qualification, so you'll be backed by an industry-recognised standard to support your professional development and fast-track career progression.

Who's it for?

HR professionals in this apprenticeship programme are typically either:

- Working in a medium to large organisation, as part of the HR function, delivering front line support to managers and employees, or
- Are a HR manager in a small organisation

Their role is likely to involve responding to day-to-day HR queries and offering advice, while supporting a variety of HR processes that range from routine administrative tasks to more complex matters. These responsibilities span the entire employee life cycle – from recruitment through to retirement. They will also be expected to maintain accurate records using HR systems, provide relevant HR information to the business, and collaborate with teams across the organisation to support and implement HR-related changes. They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant.

Typical job roles for this apprenticeship include: HR Assistant, HR Administrator or Coordinator, and Trainee HR Adviser.

Business impacts

✓ Smarter Workforce Planning

Data-Driven Talent Forecasting: By analysing trends in headcount, turnover, and skills gaps, skilled HR teams can anticipate future workforce needs, enabling proactive recruitment, succession planning, and resource allocation that align with business strategy.

✓ Improved Employee Retention

Identifying Turnover Drivers: Skills in people analytics helps uncover patterns behind employee exits – such as poor management, lack of development, or workload issues – allowing targeted interventions that reduce attrition and retain top talent.

✓ Enhanced Business Understanding

Stronger Strategic Alignment: By understanding the organisation's structure, services, and market context, HR professionals can tailor their support to align with business goals, ensuring HR initiatives directly contribute to organisational success and competitive advantage.

✓ Stronger HR Systems and Processes

Improved Operational Efficiency: Proficiency in HR systems and processes ensures accurate data management, streamlined workflows, and consistent service delivery, reducing administrative errors and freeing up time for strategic tasks.

Built for performance

- ✓ Programmes designed and delivered by industry experts
- ✓ Dedicated Performance Coach, qualified in their specialist subject area
- ✓ Backup from a multidisciplinary performance team
- ✓ Market-leading online live learning experience
- ✓ 24/7 access to programme materials, enrichment resources, study support and specialist insight via our virtual learning platform
- ✓ Mentoring, networking and peer support through BPP Community, including our Student Ambassador Network
- ✓ Learning pathways built using a 'stretch and challenge' model by design, meaning each learner is pushed to their maximum abilities
- ✓ Progression pathways that can take you from entry level to specialist expert
- ✓ Dedicated Functional Skills support if required



Programme overview.

Apprenticeship standard: HR Support

Cost: £4,500

Duration: 16 months

Entry requirements

As a minimum learners will need to have:

- Five GCSEs at grades 9 to 4 (A* to C), including English and maths



Prepare for the challenges of tomorrow

Get ahead of evolving workforce skills needs

Every BPP apprentice has access to our exclusive Emerging Skills programme.

Comprised of four bespoke courses, the programme combines expertise from BPP, Microsoft and xUnlocked to give learners essential knowledge and skills in the rapidly emerging areas of AI, cyber security and sustainability.

- ✓ Available to all learners at no extra cost
- ✓ Accessible anytime, anywhere via our virtual learning platform
- ✓ Self-paced learning to fit into any busy schedule



Programme contents

Generative AI Fundamentals (Four modules)

Developed by BPP's expert data scientists, this course offers an introduction to working with Generative AI effectively, safely and ethically.

Introduction to Sustainability (Six modules)

Developed in partnership with sustainability experts, xUnlocked, this course builds fundamental knowledge on sustainability and sustainable working practices.

Microsoft AI and Security Essentials (Seven modules)

This course begins with a core AI Essentials pathway, followed by a choice between AI Fundamentals or Security. Microsoft digital badges are awarded throughout, with the option to earn a recognised Microsoft Certification upon completion.

Cyber Security (Three modules)

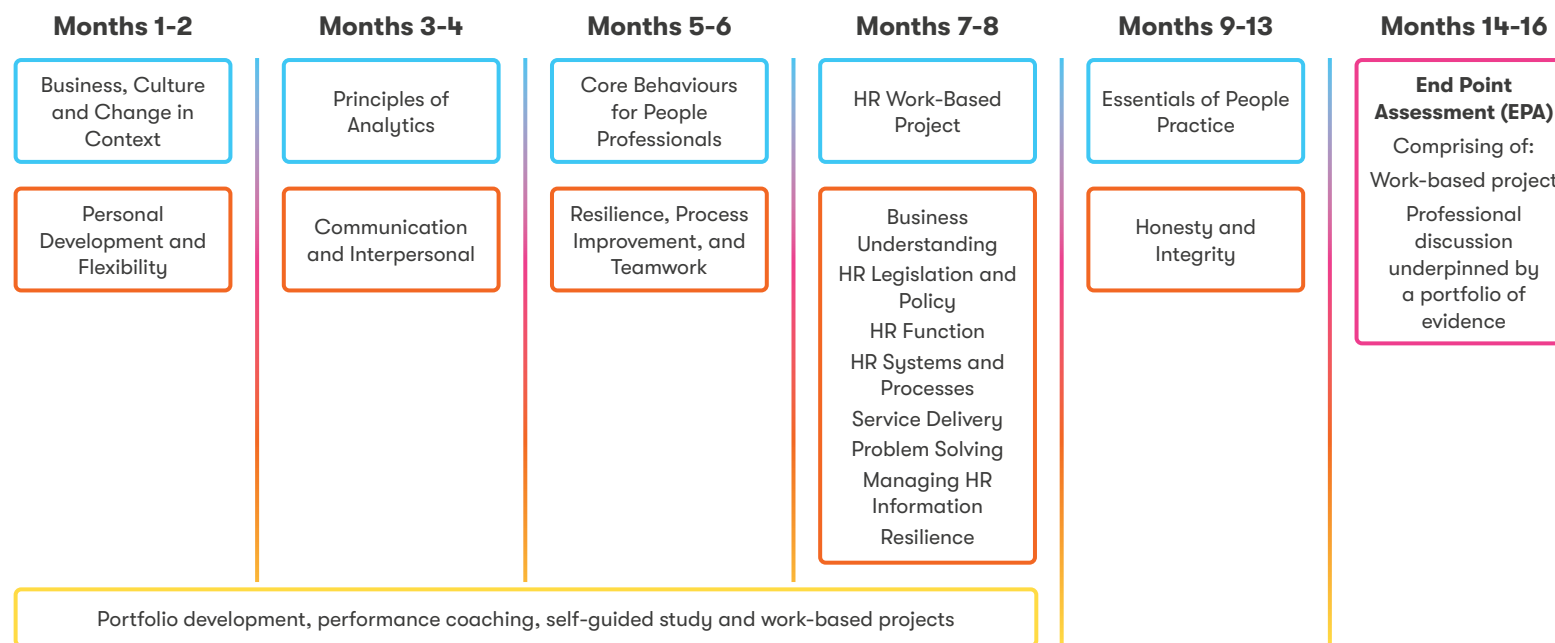
Designed by BPP's cyber experts, this course provides a clear and practical introduction to the importance of cyber security, the most common attack techniques everyone should be aware of, and the fast-changing digital threat landscape.

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Study mode


Online weekly: flexible learning that fits busy schedules, with two to three hours of online live lectures and seminars.

16-month programme (inc. EPA)



 CIPD modules
 Knowledge, Skills and Behaviours attached to each module
 End Point Assessment

Apprenticeship standard

 HR Support

Delivered by

 BPP

Qualification achieved

 CIPD Foundation Certificate in People Practice

Time commitment*

-  **13 months** on programme
-  **26 days** (2-3 hours per day) in online live training sessions
-  **265 hours total** guided self-study, via our virtual learning platform
-  **1 hour** performance coaching session, every six weeks
-  **1 hour** EPA preparation session
-  **3 months** in End Point Assessment



Programme modules.

Business, Culture and Change in Context

This module considers the impact of external influences and how the digital and commercial environment shapes businesses and the culture within which they operate. It considers the importance of people's behaviours on organisational culture and its ability to manage change effectively.

Core Behaviours for People Professionals

This module looks at how ethical principles and professional values inform approaches to your work. It focuses on different ways of demonstrating positive working relationships with colleagues and the meaning of ethics within the context of work. It considers how to contribute your views and opinions in a respectful and inclusive manner and how to develop, record and reflect on your own practice.

Essentials of People Practice

This module introduces the fundamentals of people practice, ranging from the employee life cycle to policies, regulation and law. It further explores a diverse array of specialist subjects such as recruitment, talent management, reward and learning and development, essential to a career in people practice. It enables practitioners to apply their knowledge and skills, building their confidence and ability to practise progressively.

Principles of Analytics

This module looks at how people professionals make both straightforward and complex choices as they carry out their roles. It focuses on how utilising a diverse range of analytics and evidence is essential to the rationalisation and enhancement of working practices and situational decision-making to create value.

HR Work-Based Project

This project focuses on how you carry out your job role and work with line managers to help them deal with HR-related issues in their teams. You will be asked to identify an operational problem in a current area of service delivery and detail how you can resolve the issue. You will explain how managers/staff will be able to implement your solution, and show the improvements that can be achieved.

