Bradford College

Working together to transform lives

HR Support

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Subject Area	Business
Course Type	Apprenticeships
Study Level	Level 3
Delivery Mode	Part-time
Location	Workplace
Duration	1 Academic Year
Start Date	Year round enrolment
Course Code	PA000186

Course Summary

Apprenticeships in HR are an excellent way to get valuable, hands-on experience while enabling you to apply what you're learning. HR professionals help companies grow and achieve their objectives, help assess and implement initiatives and incentives to improve the recruitment and onboarding processes, and learn how to motivate employees through incentives and advancement, By the end of your apprenticeship you will have developed an understanding of the HR sector as well as HR legislation and the HR Policy framework relating to your chosen organisation.

What You Will Learn

- How to keep up to date with business changes and HR legal/policy/process changes relevant to your role.
- How to deal effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media e.g. phone, face to face, email, internet.

- How to build trust and sound relationships with customers
- How to handle conflict and sensitive HR situations professionally and confidentially
- Understand the structure of the organisation, where your role fits in and the 'Values' by which it operates and how to apply them
- Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers
- How to consistently support colleagues /collaborates within the team and HR to achieve results
- Good understanding of HR legislation and the HR Policy framework of the organisation.
- How to maintain HR records and prepare reports and management information

Modules

- Personal Development
- Communication and interpersonal skills
- Business understanding
- Service delivery and Teamwork
- HR Legislation and Policy and HR function
- HR Systems and Processes and managing HR Information
- Problem solving and Process improvement

Entry Requirements

Entry to this course requires four GCSEs at grade A*-C/ 9-4, three of which must include English language, Mathematics and one Science subject, Biology or Chemistry (please contact us if it is a Physics qualification).

You will be required to have a PC with access to the internet in the workplace.

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