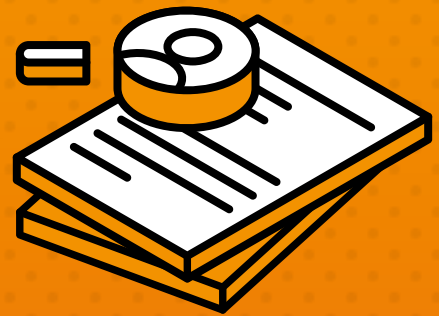


# HR SUPPORT




FUNDING  
**£5,000**

16 MONTHS  
**LEVEL 3**

The HR Support Level 3 apprenticeship develops the skills and knowledge needed to succeed in a HR career. Apprentices gain an internationally recognised CIPD qualification as part of the HR apprenticeship alongside the latest thinking from industry experts. Successful completion of the apprenticeship enables apprentices to apply for Associate Membership (Assoc CIPD) of the CIPD.

The programme will develop skills in people management, customer service, recruitment and talent practices, as well as knowledge of HR in business and how this affects overall performance and outcomes.

**CIPD** In partnership with **AVADO**   
Enterprises Ltd

**98%**

EMPLOYER SATISFACTION\*



**97%**

APPRENTICE SATISFACTION\*

## EMPLOYERS THAT WE WORK WITH



**VIACOM**

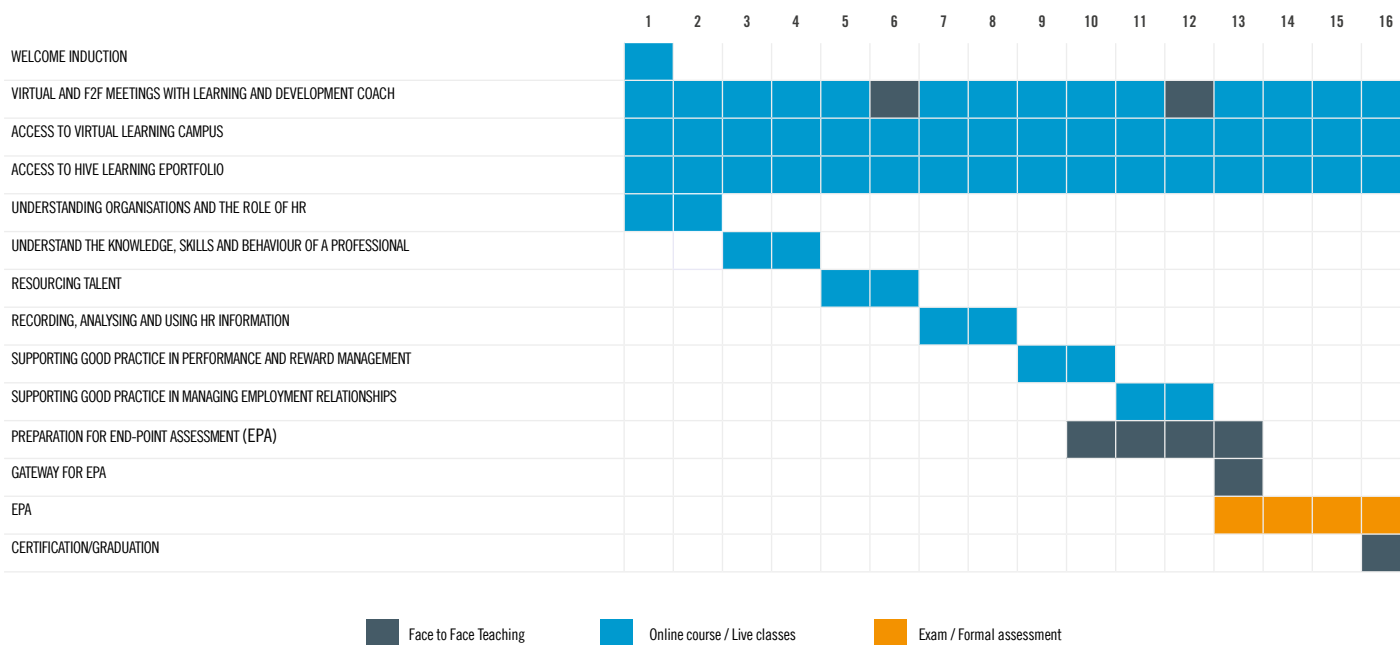


**McCANN**  
LONDON

**tribal**  
worldwide

**Omnicom**  
MediaGroup

# YOUR LEARNING JOURNEY



## ABOUT CREATIVE PIONEERS

- Creative Pioneers™ is an award winning nationwide campaign to find the next generation of advertising, creative and digital media talent.
- The brainchild of Janet Hull OBE, since 2012 the Institute of Practitioners in Advertising (IPA) ran Creative Pioneers and worked with 300+ advertising agencies.
- With the Apprenticeship Levy introduced in April 2017, the IPA choosing Arch Apprentices to power the programme to keep up with increasing demand.
- In 2016, Ofsted rated Arch 'Outstanding' in every area making them one of the top 5% of all independent learning providers.

## WHAT'S INCLUDED IN THE APPRENTICESHIP?

20% of the apprenticeship must be done away from the apprentices' work to count towards their off-the-job training - this can be a mix of face to face and virtual classrooms, projects, distance learning and meetings with their dedicated Learning and Development Coach.

Qualifications included:

- **CIPD Level 3 Foundation Certificate in Human Resources Practice**
- **HR Support Level 3 Apprenticeship**

## PRE ENTRY REQUIREMENTS

- Must already have English and Maths GCSEs at Grade C (4) or above and preferably a total of five GCSEs.



## THE PERSON YOU'LL HAVE AT THE END OF THE APPRENTICESHIP WILL:

- ✓ Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, and standards.
- ✓ Deal effectively with customers/colleagues, using sound interpersonal skills.
- ✓ Handles conflict and sensitive HR situations professionally and confidentially.
- ✓ Takes ownership through to resolution, escalating complex situations as appropriate.
- ✓ Deliver excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers.
- ✓ Identifies opportunities to improve HR performance and service and acts on them within the authority of their role.
- ✓ Prepares reports and management information from HR data, with interpretation as required.