



Future People Professional

| *Level 3 HR Support Apprenticeship*

About the Programme

Designed for individuals responsible for supporting people management, employee experience, and HR service delivery within their organisation.

The programme builds practical capability in areas such as HR operations, employee lifecycle support, employment law, and people data — enabling learners to provide high-quality, compliant, and customer-focused HR services.

Learners develop the confidence to support managers and employees, apply HR policies in practice, and contribute to effective people management and organisational performance.

What the Programme Delivers:

The programme equips you to provide professional HR support that enables organisations to manage their people effectively and consistently.

It combines:

- Core HR knowledge and professional practice
- Employment law, ethics, and policy application
- Employee lifecycle and people processes
- Data, reporting, and HR systems capability
- Customer service and stakeholder communication

This ensures organisations can deliver consistent, compliant, and high-quality HR support.

Programme

Structure

A Five-Phase Delivery Model

The programme is delivered through a structured learning journey, beginning with onboarding and progressing through five defined phases that build capability from foundational HR knowledge to applied practice and service delivery. It prepares you to successfully demonstrate your learning at End Point Assessment and the workplace.

GETTING STARTED

Understand your role, reflect on your development goals, and build confidence as you begin your HR apprenticeship.

PHASE

1

Business Acumen and the Role of HR

Learn how organisations operate and how HR supports business objectives.

PHASE

2

Employment Law, Equality and Ethics

Understand key legislation, policies, and ethical frameworks that underpin HR practice.

PHASE

3

The Employee Lifecycle and HR

Support HR processes across recruitment, performance, and employee development.

PHASE

4

People Data, Reporting and Insight

Use HR systems and data to support decision-making and service delivery.

PHASE

5

EPA Success Toolkit / Gateway to Impact

Prepare for End Point Assessment (EPA) and finalise your consultative project

EPA

Demonstrate your knowledge, skills, and behaviours through End Point Assessment (EPA).

This structured approach ensures you develop the confidence and capability to deliver effective HR support, contribute to people management, and provide a professional and responsive HR service.

Key *Facts*

Duration: 15 months plus EPA

Off-the-job hours: 5 hours per week*

Delivery: Our blended delivery model consists of:

- Self-guided online learning
- Recorded Webinars
- Live virtual teaching sessions
- 1:1 coaching and support
- Progress reviews
- Workplace-based project application

Cost:

- **Levy Payers: Zero.** The full cost of the £4,500 apprenticeship is covered by your levy
- **Non-Levy Payers** will pay a proportion of the programme, with the majority paid by government co-contribution. Please refer to the latest funding rules for full information.

Qualifications:

- **Level 3 HR Support Apprenticeship**

*Recommeneded average to support completion of total OTJ requirement

Entry Requirements

Learners enrolling on this apprenticeship must meet the following criteria:

- Be in employment in a job with responsibilities aligned with the apprenticeship standard
- Have evidence of funding eligibility from their employer
- Hold a GCSE Grade A*-C /9-4; OR a have completed recognised Access Programme or equivalent. Please note:
 - All applicants will undertake an initial assessment in English and Maths competency
 - Applicants must achieve a minimum of Level 1 to demonstrate readiness to study and ensure appropriate support to succeed on programme
- Meet DfE apprenticeship funding residency requirements
- Remain in contracted employment for the duration of the apprenticeship, including EPA

Level 2 English and Maths requirements:

Applicants aged 19+ must evidence GCSE English and Maths passes at grade A*- C/9-4, **OR** have an employer exemption, **OR** commit to completing Functional Skills Level 2 in addition to the programme.

If required, this is provided at no additional cost.

Programme

Phase Overview

Getting Started

MONTH 1

You will begin your apprenticeship by reflecting on your current role, responsibilities, and development goals, building a clear understanding of where you are starting from and what you want to achieve.

You will develop confidence in your role as an HR professional, understand programme expectations, and begin your learning journey with a clear sense of direction and purpose.

Phase 1: Business Acumen and the Role of HR

MONTHS 2-4

You will develop an understanding of how your organisation operates, including its structure, purpose, and the products or services it delivers. You will explore how external factors and market conditions influence organisational priorities.

You will learn how your role fits within the wider organisation and how HR supports business objectives. This will help you understand how different teams work together and how effective HR support contributes to organisational success.

Programme

Phase Overview

Phase 2: Employment Law, Equality and Ethics

MONTHS 5-7

You will build a strong understanding of employment law, HR policies, and ethical practice, and how these apply within your organisation.

You will learn how to apply HR policies appropriately in workplace situations, ensuring fair, lawful, and consistent people management.

You will also develop confidence in recognising when issues need to be escalated and how to support managers in handling people-related challenges.

Phase 3: The Employee Lifecycle and HR

MONTHS 8-10

You will develop your understanding of key HR processes across the employee lifecycle, including recruitment, onboarding, performance management, and development.

You will learn how to maintain accurate HR records, prepare and interpret HR reports, and communicate effectively with colleagues and managers.

This phase focuses on building strong, trust-based relationships and delivering a professional HR service.

Programme

Phase Overview

Phase 4: People Data, Reporting and Insight

MONTHS 11-13

You will develop the skills to use HR systems, tools, and data effectively in your role, ensuring accuracy, compliance, and consistency in HR processes.

You will learn how to respond to HR queries, provide advice to managers, and deliver high-quality customer service.

You will also build your ability to use data and insight to support decision-making and improve HR service delivery.

Phase 5: EPA Success Toolkit / Gateway to Impact

MONTHS 14-15

In the final phase, you will consolidate your knowledge, skills, and behaviours and apply them within real workplace and assessment contexts.

As part of the assessment you will complete a consultative workplace project, and prepare for End Point Assessment.

This phase ensures readiness for both the professional discussion and submission of the consultative project, supported by reflective practice and structured preparation.

Programme

Assessment

End Point Assessment

MONTHS 15-20

At the end of the programme, you will have up to 5 months to complete your End Point Assessment (EPA), where you demonstrate your knowledge, skills, and behaviours through real workplace application.

The EPA is designed to assess your ability to apply HR support principles in a practical organisational context.

You will complete:

- A consultative work-based project or initiative, demonstrating your ability to plan and deliver HR activity
- A professional discussion on your development throughout the programme

The EPA provides clear evidence that you can operate as an effective HR Support professional, delivering compliant, high-quality, and customer-focused HR services within your organisation.



Ready to
take the next step?

Contact us

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and choose the option for apprenticeships

For more information [Visit our Website](#)