End-Point Assessment

HR Support Level 3 (V1.1)

Support Pack

nqual.

CONTENTS

INTRODUCTION

This document sets out the requirements, advice and guidance for the End-Point Assessment (EPA) of the HR Support Level 3 apprenticeship standard. This document is designed for apprentices, employers and training providers involved within the End-Point Assessment of an apprentice studying HR Support Level 3.

An apprentice for HR Level 3 should typically spend up to 24 months on programme, although this may vary depending on previous experience.

This support pack is divided into sections covering all the relevant aspects of EPA for the HR Level 3.

Should you require any further information other than the guidance in this document, please do not hesitate to contact *admin@nqual.co.uk*

Within this guide you will find references to End-Point Assessments. This information has been outlined in the Institute for Apprenticeships and Technical Education, HR Support Level 3 Assessment Plan. For reference, you can find this document.

HR Support L3 EPA Plan (instituteforapprenticeships.org)

EPA TIMESCALE

Register with NQual

Training Providers should register apprentices for EPA with NQual a minimum of 90 days before assessment. Providers will pay a registration fee of £30.

Gateway

This is when the employer, apprentice and training provider confirm that the apprentice is ready for End-Point Assessment. All evidence should be uploaded to NQual a maximum of 14 weeks prior to EPA.

EPA Booking

The training provider should complete the booking section on the Gateway form or training providers can arrange the booking via ACE360. NQual will confirm booking within 48 hours.

EPA Approved

NQual will send an invoice for the remaining fee once EPA is approved.

EPA Assessment

The apprentice will complete a Consultative Project and a Professional Discussion.

Results

Results will be communicated within 10 working days of final assessment. If the apprentice passes, NQual will send details to the apprentice and training provider containing an EPA results document. If the apprentice fails, NQual will send details to the learner and training provider outlining feedback and next stages.

GATEWAY

This section outlines the requirements an apprentice must have met in order to complete their End-Point Assessment.

Once the employer is fully satisfied that the apprentice has the knowledge, skills and behaviours set out within this standard, the employer can formally confirm that the apprentice is ready for EPA via Gateway.

Gateway requirements for HR Support Level 3 outline that the apprentice must have:

- **Evidence of achieving relevant maths and English qualifications if required by funding regulations or the employer**

The Gateway form must be sent to NQual between 6-14 weeks before End-Point Assessment is carried out, along with the evidence listed above.

You can access the NQual Gateway form by emailing: *admin@nqual.co.uk*

COMPONENTS OF END-POINT ASSESSMENT

Consultative Project

The Consultative Project will be a real example of work completed by the apprentice in their role and will be completed after the Gateway, taking a maximum of three months. The project will require apprentices to describe how they have applied knowledge and HR related skills to deliver the services required by the role. It should describe a situation where they have successfully worked with a customer (probably an internal one) to deliver a specific piece(s) of HR advice or provided an HR solution(s) for them. The content of the project should include project objectives, scope of the work, description of the situation/problem/business need, methodology used, information gathered / findings, conclusions and recommendations, implementation plan.

Examples of typical projects might include: providing advice/guidance to a manager / team on a range of HR matters from recruitment through to retirement; taking a defined role in a larger project run by more senior members of the HR team; carrying out analysis of HR information and producing recommendations for action. The project should be 3000 words +/- 10%. As the Consultative Project will be relevant to the actual business context and role that the apprentice is performing, it may not be possible to cover all of the knowledge and skills that are expected in the project. If this situation arises, then a maximum of three of the listed components of knowledge / skills can be assessed in the Professional Discussion instead. This will be agreed when the project is scoped and signed off by NQual. The Consultative Project will be sent to NQual for a fully independent assessment against the standard. It will be marked before the Professional Discussion is carried out. The Professional Discussion will be carried out within two weeks of the project being marked.

Professional Discussion

The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project. It will focus on skills and behaviours, together with any knowledge and skills components that have not been covered in the consultative project that must be tested in the Professional Discussion. There will be approximately 13-16 questions in the Professional Discussion, plus questions to cover and components carried over from the Consultative Project. The Professional Discussion will last between 60-75 minutes.

END-POINT ASSESSMENT METHODS TABLE

The below highlights criteria that will be covered in each assessment component. Please review these details as it will provide guidance on what will be covered in each assessment component.

Learning Outcomes	What is Required	Components	Consultative Project	Professional Discussion
Knowledge				
Business Understanding	Understands the external market and sector within which their organisation operates, the products and services it delivers.	Understands the external market and sector within which their organisation operates, the products and services it delivers.	✓	
		Understands the structure of the organisation, where their role fits in the organisation; the 'Values' by which it operates and how these apply to their role.	✓	
HR Legislation & Policy	Basic understanding of HR in their sector and any unique features. Good understanding of HR legislation and the HR Policy framework of the organisation. Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice.	Basic understanding of HR in their sector and any unique features.	✓	
		Good understanding of HR legislation and the HR Policy framework of the organisation.	✓	
		Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice.	✓	
HR Function	Understands the role and focus of HR within the organisation; its business plan/priorities and how these apply to their role.	Understands the role and focus of HR within the organisation.	✓	
		Understands the HR business plan / priorities and how these apply to their role.	✓	

HR Systems & Processes	Understands the systems, tools and processes used in the role, together with the standards to be met, including the core HR systems used by the organisation.	Understands the systems, tools and processes used in the role, including the organisation's core HR systems.	✓	
		Understands the standards that have to be met in the role.	✓	
Skills				
Service Delivery	Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers. Builds manager's expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate. Uses agreed systems and processes to deliver service to customers. Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards. Plans and organises their work, often without direct supervision, to meet commitments and KPIs.	Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers.	✓	
		Builds manager's expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate.	✓	
		Uses agreed systems and processes to deliver service to customers.	✓	
		Takes the initiative to meet agreed individual and team KPIs in line with company policy, values and standards.	✓	
		Plans and organises their work, often without direct supervision, to meet commitments and KPIs.	✓	
Problem Solving	Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions. Takes ownership through to resolution, escalating complex situations as appropriate.	Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions.	✓	
		Takes ownership through to resolution, escalating complex situations as appropriate.	✓	

Communication & Interpersonal	Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media e.g. phone, face-to-face, email, internet. Adapts their style to their audience. Builds trust and sound relationships with customers. Handles conflict and sensitive HR situations professionally and confidentially.	Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media e.g. phone, face-to-face, email, internet. Adapts their style to their audience.		✓
		Builds trust and sound relationships with customers.		✓
		Handles conflict and sensitive HR situations professionally and confidentially.		✓
Teamwork	Consistently supports colleagues /collaborates within the team and HR to achieve results. Builds/maintains strong working relationships with others in the team and across HR where necessary.	Consistently supports colleagues/collaborates within the team and HR to achieve results.		✓
		Builds/maintains strong working relationships with others in the team and across HR where necessary.		✓
Process Improvement	Identifies opportunities to improve HR performance and service; acts on them within the authority of their role. Supports implementation of HR changes/projects with the business.	Identifies opportunities to improve HR performance and service, acting on them within the authority of their role.	✓	
		Supports implementation of HR changes/projects with the business.	✓	
Managing HR Information	Maintains required HR records as part of services delivered. Prepares reports and management information from HR data, with interpretation as required.	Maintains required HR records as part of services delivered.	✓	
		Prepares reports and management information from HR data, with interpretation as required.	✓	

Personal Development	Keeps up to date with business changes and HR legal/policy/process changes relevant to their role. Seeks feedback and acts on it to improve their performance and overall capability.	Keeps up to date with business changes and HR legal/policy/process changes relevant to their role.		✓
		Seeks feedback and acts on it to improve their performance and overall capability.		✓
Behaviours				
Honesty & Integrity	Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing. Maintains appropriate confidentiality at all times. Has the courage to challenge when appropriate.	Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing.		✓
		Maintains appropriate confidentiality at all times.		✓
		Has the courage to challenge when appropriate.		✓
Flexibility	Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.	Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.		✓
Resilience	Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur. Stays positive under pressure.	Displays energy and enthusiasm in the way they go about their role.		✓
		Deals positively with setbacks when they occur. Stays positive under pressure.		✓

GRADING & CRITERIA

Assessments will result in the apprentice achieving a Fail, Pass, or Distinction. This decision is dependent on whether they have met the standard and its End-Point Assessment criteria.

In order to achieve a Passing grade, the apprentice must gain a minimum of a Pass in all components of the End-Point Assessment. To achieve a Distinction, the apprentice must achieve all Pass and all Distinction criteria.

Grading results will be communicated to the apprentice within 10 working days of completion of the final component.

Assessment Breakdown

The final grade will be decided on the following combinations. The overall grade is arrived at using a 50:50 weighting of the two scores.

Assessment Method 1: Consultative Project	Assessment Methods 2: Professional Discussion	Overall Grade
Distinction	Distinction	Distinction (85-100 marks)
Pass	Pass	Pass (60-84 marks)
The apprentice has not achieved a minimum of a pass in both methods		Fail (59 marks or less)

The Pass and Distinction descriptors can be found in the tables below separated into the Consultative Project and Professional Discussion.

Grading Descriptors for Consultative Project

Pass Descriptors	Distinction Descriptors	Guidance Notes
• Understanding and application of HR legislation, policies and procedures relevant to their role • Developing a clear understanding the business situation through appropriate questioning and active listening • Providing HR advice and guidance that are appropriate to the business context • Building the skills of managers in dealing with HR matters	• Demonstrating insight into the issues facing the business • Meeting challenging customer needs and delivering appropriate HR advice/guidance • Taking personal initiative to consistently exceed required standards and targets	**Pass** A minimum of 2 legislations plus associated policies and procedures are required. It should be evident how these apply to your role. They may be directly relevant to the consultative project, or more widely related to the role. You should show how you have questioned/ listened to understand the need for and scope of the project, in relation to the business needs and current situation. HR guidance will be relevant to the expertise of the role and may include any specialist HR advice. A minimum of 2 examples are required. As well as offering guidance you should evidence how you support manager in the business to be confident and able to deal with HR matters in their teams, within their remit. **Distinction** Further insight into the issues that are facing the business could be shown by gaining a wide range of input from stakeholders, by considering the impact of internal and external factors, and by understanding what HR solutions can support with these issues. Evidence of meeting challenging customers' needs could be something additional to daily support needs, that needs more considered advice and guidance.

		To evidence showing initiative, you would need to show how you have worked without direct instruction, to go beyond expected targets and standards, on several occasions.

Grading Descriptors for Professional Discussion

Pass Descriptors	Distinction Descriptors	Guidance Notes
• Demonstrating effective working relationships with customers • Showing how they have communicated effectively, using a range of media, at all required levels of the organisation • Supporting colleagues and collaborating to achieve results • Showing how they have developed themselves in the role and kept up to date with technical HR changes	• Communicating effectively with people above them in the organisation, up to senior management • Working well and delivering results when under pressure • Taking a leadership role within their team when appropriate	**Pass** A minimum of 2 work-based examples showing your part in building effective customer relationships. Consider the skills and behaviours that show you are effective in this area, along with how it is evident that the relationships are working well. A minimum of 3 types of communication methods are required, with detail on how the method was effective. Examples should show competence in dealing with customers in different seniorities/ areas of the organisation. Examples of supporting and collaborating could include when you have been flexible to complete tasks to support others and how you have worked as part of a team to share ideas to achieve the best outcomes. Evidence of personal development should show evidence of CPD activities relevant to the role, along with activities to develop own skills in areas you have identified. Development over time in the role should be evident.

		Distinction Examples of communication include effectively dealing with the senior team in your organisation. Working well under pressure could include examples of when you have worked in a change situation, to a tight deadline, or with a reduced team (for example). Taking on a leadership role could include examples of when you have led on a task or shown leadership skills in a situation that called for someone to take charge.

Re-sit / Re-take

If an apprentice Fails one or more component, they will be offered the opportunity to re-sit / re-take the component(s). It is then up to the apprentice's employer how many attempts an apprentice is given.

The timescale for a re-sit typically takes 2 months and a re-take 3 months (dependent on how much re-training is required). All assessment methods must be taken within a 6-month period, otherwise the entire EPA will need to be resat / retaken.

Where any assessment method must be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of Pass. Re-sits and re-takes are not offered to an apprentice wishing to move from Pass to a higher grade.

MOCK PROFESSIONAL DISCUSSION

It is the responsibility of the employer and training provider to complete Mock Professional Discussions with apprentices, and it is the responsibility of the apprentice to ensure that they have practised answering questions for your End-Point Assessment.

Professional Discussion materials will be given to the training providers when registering learners with NQual.

A Mock Professional Discussion should take a maximum of 60 minutes (+/- 10%).

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