



HUMAN RESOURCES EMPLOYER GUIDE 2023/24

TOTALPEOPLE.CO.UK





CONTENTS

Who are Total People?	4
What is an apprenticeship?	5
How can apprenticeships benefit your business?	6
What are the responsibilities for an Employer?	7
What funding is available to support taking on an apprentice?	8
Step by step roadmap to recruit an apprentice	10
What Human Resources apprenticeships are offered by Total People?	11
HR Support	12
People Professional	14
Quotes from our partners	16
Next steps	16
Contact details	17

WHO ARE TOTAL PEOPLE?

We are one of the largest providers of apprenticeships and work-based learning in the Northwest of England and are proud to work with a wide range of businesses and learners each year.

We belong to the LTE Group, one of the largest social enterprises in the UK which means that all our profits are re-invested to help those we work with.

Our work with businesses helps to support both creating new apprentice opportunities to attract talent and upskilling existing employees to gain new skills and progress in their careers through apprenticeships. Our whole organisation approach means that we can support your specific recruitment and skills needs to take your business to the next level.

Our programmes are delivered by highly skilled Learning Coaches with a wealth of industry experience and knowledge in Human Resources. Our blended delivery models mean we can work with learners across the country. Ask our professional teams how we can support your business to achieve its training goals.



WHAT IS AN APPRENTICESHIP?

An apprenticeship is a programme of learning that an individual takes between 12 and 48 months to complete and is a partnership between an employer, an apprenticeship provider and an individual learner.

The apprentice learns specific skills and gains knowledge as they progress through their apprenticeship cumulating in a formal assessment at the end of the programme where the learner can showcase their work and demonstrate their knowledge. The apprentice can be either a new recruit or an existing employee of an organisation and most of their learning takes place 'on-the-job' i.e., within the workplace.

An important part of apprenticeships is that learning must take place 'off-the-job' through our Total People blended learning platform where the apprentice will complete a structured syllabus of learning supported by our teaching team, and, depending on their course they can mix with other apprentices during webinars and shared sessions and learn about the wider industry and in turn further contribute to your business.



HOW CAN APPRENTICESHIPS BENEFIT YOUR BUSINESS?

Apprenticeships can bring many benefits to your business:

-  **Simple and cost effective to set up** - supported end-to-end by Total People
-  **Return on investment** – your staff become more experienced and competent as they are training towards a recognised apprenticeship standard
-  **Increased employee engagement** – employees are more motivated, loyal and have clear direction for their personal and professional development
-  **Employee retention** – many progression routes allow staff to realise their career goals
-  **Business growth** – attract fresh talent and grow your workforce by recruiting apprentices.

WHAT ARE THE RESPONSIBILITIES FOR AN EMPLOYER?

Your responsibility as an employer is to support your apprentice throughout their apprenticeship. You'll need to ensure you have allocated a mentor, which could be their Line Manager. The mentor would be their key support person who will motivate the apprentice, ensure they are engaged and help to drive progression.

This will ensure all learning and assessments are completed by the practical planned end date. Once the learning is completed you will support the apprentice during their gateway period through to End Point Assessment (EPA). You are required to fulfil key responsibilities below

Key responsibilities

- Be aware of and understand the knowledge, skills and behaviours within the apprenticeship standard and any mandatory qualifications
- Take part in bi-monthly progress reflections
- Ensure that apprentices can complete their planned off-the-job activities
- To give the apprentice opportunity to evidence progress and active learning monthly
- Allow the apprentice time to attend English and maths training if needed which is additional to the off-the-job hours. A variety of delivery models are available depending on the apprentices starting point, e.g. two weekly blocks or weekly sessions
- Use OneFile to track your apprentice's progress.

Off-the-job training

Off-the-job training is a critical and important element within the apprenticeship.

For Human Resources Apprenticeships, learners must attend sessions via our blended learning platform. Apprentices must complete the minimum requirement for the off-the-job training. The requirement is to complete a minimum of 6 hours per week or the equivalent over the practical learning duration (20% of capped 30 working hours). Off-the-job training must deliver new skills and knowledge that are directly relevant to the apprenticeship standard and can include:

- Teaching of theory via blended delivery methods
- Practical training
- Work shadowing
- Supported learning and time spent writing assessments.

WHAT FUNDING IS AVAILABLE TO SUPPORT TAKING ON AN APPRENTICE?

There are various ways to fund an apprenticeship, the good news is Total People are the experts when it comes to supporting employers to access the best funding option for businesses, see below the options available

Levy paying business

If your business pays the apprentice levy then the cost of apprentice training is taken from this fund up to the funding band maximum for the standard that your apprentice is doing. We can advise you on this.

Non-levy

If you employ fewer than 50 employees, the government will pay 100% of the apprenticeship training costs up to the funding band maximum for apprentices aged:

- 16 to 18
- 19 to 24 with an Education, Health and Care Plan provided by their local authority, or if they have been in the care of their local authority.

Co-investment

Your organisation will pay just 5% towards the cost of training and assessing an apprentice and the government will pay the remaining 95% of the apprenticeship training costs up to the funding band maximum if you:

- employ more than 50 employees
- are recruiting learners aged 19+

Any employer who has a co-investment plan will have an agreed payment schedule with the training provider.

Levy gifting

Levy gifting funds can be accessed to cover the full apprenticeship training costs. The Total People Levy Gifting service could mean that your organisation does not need to find additional investment costs.

Incentives

16 – 18 incentive: An incentive payment of £1,000 is available to employers who hire an apprentice:

- aged 16 to 18 years old
- under 25 with an education, health, and care plan or if they have been in the care of their local authority.

Wage rates and working hours regulations

The employing organisation is responsible for paying their apprentice for their normal working hours and any training they do as part of the apprenticeship.

Apprentices of any age must be paid no less than the Apprentice National Minimum Wage rate, for the first 12 months of being on a programme. After this they must increase to the National Minimum Wage for their age.

Apprentices must have a contract of employment with the employing organisation.

Please note: All Government funding and incentive eligibility criteria must be met.



STEP BY STEP ROADMAP TO RECRUIT AN APPRENTICE

Start

Every journey will be different but here's an overview of the steps that will be taken:

Step 1

Contact Total People to identify your apprentice business needs by discussion with our Business Development team.

Step 2

Confirm the apprentice eligibility and standard that will most suit your business.

Step 3

With support from the Total People Customer Service Team create an Apprenticeship Service Account for your organisation. This is an online platform created by the Education and Skills Funding Agency (ESFA) to reserve and administer funding. To create this account, you will need access to an email address and your organisation PAYE reference number.

Step 4

Total People will support you to:

- recruit your apprentice by adding your vacancy to our website and linking to the central government website
- promoting your vacancy via our social media channels
- upskill your current employees.

Step 5

Induction and onboarding your apprentice.

Step 6

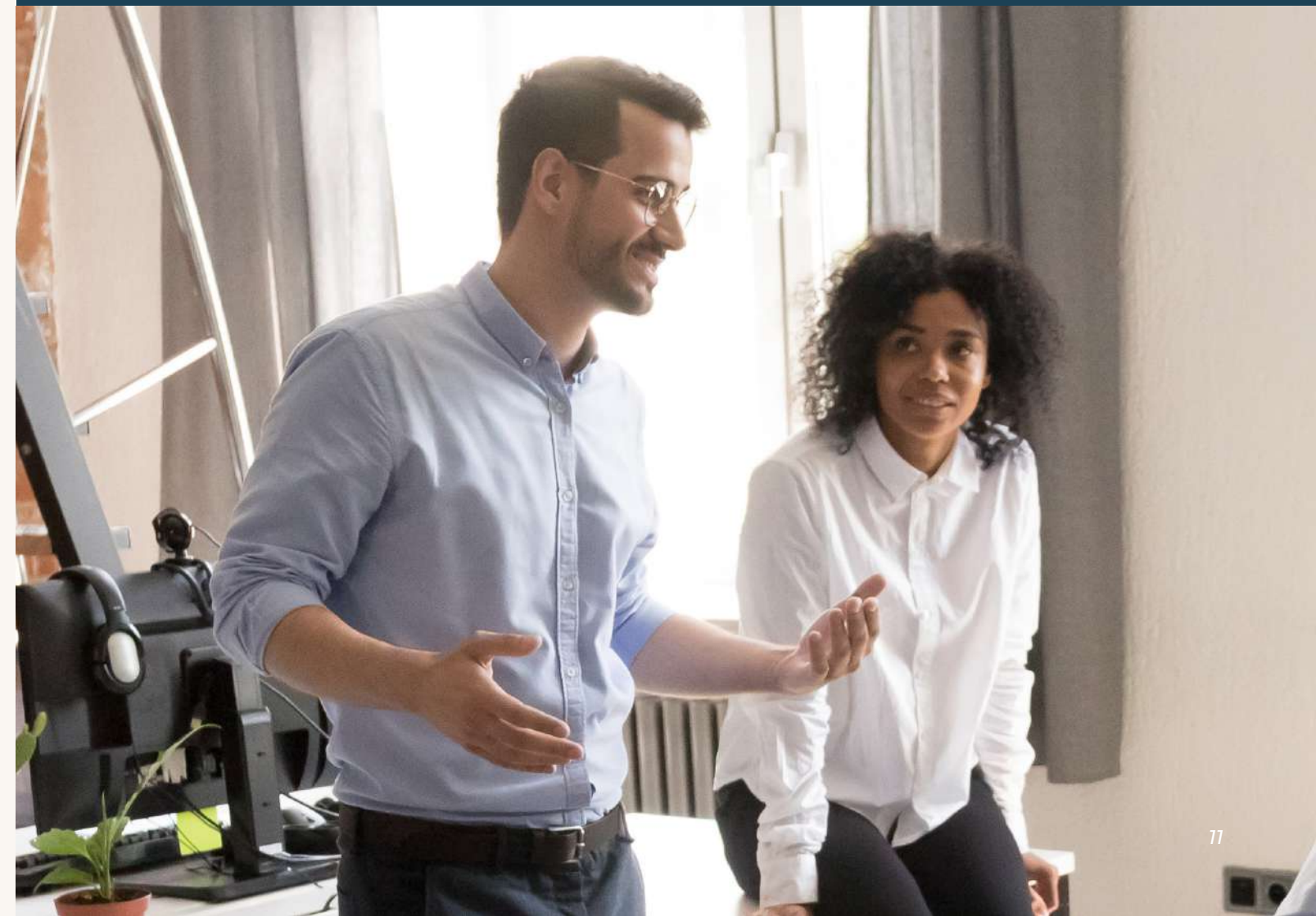
Your apprentice will start on their learning journey.

Finish

WHAT HUMAN RESOURCES APPRENTICESHIPS ARE OFFERED BY TOTAL PEOPLE?

The following pages show details of the apprenticeship standards offered across the HR sector.

1. Human Resources Support
2. People Professional



HR SUPPORT

LEVEL 3 | 18 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

This programme of study prepares an individual to work in a HR Support role within a HR department. It is designed to equip apprentices with a better understanding of the role of HR in organisations, support good practice within employment relations, support good practice in performance, reward management and support change.

Upon completion of this apprenticeship, learners will have the skills, knowledge and behaviours needed to move into a HR Partner/Consultant role, and will also be eligible to progress onto the Level 5 Chartered Institute of Personnel and Development (CIPD) course.

Qualifications achieved

- L3 HR Support Apprenticeship

During the apprenticeship the learner can apply for Student Membership to the Chartered Institute of Personnel and Development (CIPD) and on completion the successful apprentice may be eligible to apply for Associate Membership of the CIPD.

Who is suitable?

This apprenticeship is aimed at individuals currently in roles that have exposure to supporting HR projects and supporting managers in an organisation.

HR Professionals in this role 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.

Entry requirements

Employers will identify entry requirements through vocational skills assessment with the support of Total People and a OneFile scorecard.

Learners without a Level 2 English and maths must achieve these Functional Skills within the first six months of the programme and prior to completion of the apprenticeship.

Topics and units

- Business Culture and Change in Context
- Principles of Analytics
- Core Behaviours for People Professionals
- Essentials of People Practice.

End Point Assessment

End point assessment one – A consultative project of 3000 words that will cover the knowledge elements of the programme including Business Understanding, HR Legislation and Policy, HR Function, HR Systems and Processes, Service Delivery, Problem Solving, Process Improvement and Managing HR Information. The assessment will be graded pass/fail/distinction.

End point assessment two - A competency based professional discussion to assess the knowledge, skills and behaviours across the standard. The duration of the competency based professional discussion will be 45-60 minutes. The competency based professional discussion will be assessed by the end-point assessment organisations and graded distinction/pass/fail.

End Point Assessment

EPA 1 - You will produce and deliver a presentation to an independent assessor. You must submit your presentation slides and any supporting materials to the EPAO by the end of week 5 of the EPA period. The presentation and questions will last at least 50 minutes. The independent assessor will ask you at least 6 questions.

EPA 2 - You will have a professional professional discussion with an independent assessor. It will last 75 minutes. They will ask you at least 7 questions. The questions will be about certain aspects of your occupation. You need to compile a portfolio of evidence before the EPA gateway. You can use it to help answer the questions.

EPA 3 - You will complete and submit the assignment for unit 5COO3 of the diploma



PEOPLE PROFESSIONAL

LEVEL 5 / 22 MONTHS (PLUS 3 MONTHS EPA)

Programme summary

This apprenticeship is for individuals who are working at HR Partner/Consultant level and leading a team with a HR portfolio. All apprentices will be required to coach and support others in the organisation, to understand the role of HR in a business context, deliver on HR key performance indicators and understand HR policies and procedures.

Upon completion of this apprenticeship, the candidate may be eligible to progress onto the Level 7 Senior People Professional course.

Qualifications achieved

- Associate Diploma in People Management
- People Professional Level 5 Standard

During the apprenticeship the learner can apply for Student Membership to the Chartered Institute of Personnel and Development (CIPD) and on completion the successful apprentice may be eligible to apply for Associate Membership of the CIPD.

This apprenticeship contains options for HR specialisms and for people with management responsibilities.

Who is suitable?

The apprenticeship is aimed at individuals currently fulfilling a HR role, and who within this role:

- Lead on HR Projects
- Understand the Business and HR Business Plan
- Support and deliver key HR KPIs
- Deliver coaching, mentoring and advice to line managers.

Typical job titles:

- Human Resources Consultant
- HR Business Partner
- HR Manager.

They will be required to make decisions and recommendations on what the business can or should do in a specific situation.

In addition, individuals should be able to demonstrate an ability to communicate across all levels in the organisation through a variety of mediums.

Entry requirements

Employers will identify entry requirements through vocational skills assessment with Support from Total People and the use of an Electronic Scorecard.

Learners without a Level 2 English and maths must achieve these Functional Skills within the first six months on the programme and prior to completion of the apprenticeship.

In addition, learners should also have:

- A minimum of 5 years' experience working in HR plus familiarity with the role covered by the apprenticeship
- Current CPD activity that shows they are up to date with developments in the sector
- Technical and management expertise to ensure they can assess all areas of the Standard
- Understanding of any qualification used within the apprenticeship.

Topics and units

- Organisational Performance and Culture in Practice
- Evidence-based Practice
- Professional Behaviours and Valuing People
- Employment Relationship Management
- Talent Management and Workforce Planning
- Reward for Performance and Contribution

Plus choose one of the following optional units:

- Specialist Employment Law
- Advances in Digital Learning and Development.

End Point Assessment (EPA)

- **End point assessment one –**
You will produce and deliver a presentation to an independent assessor. The presentation and questions will last at least 50 minutes. The independent assessor will ask you at least six questions
- **End point assessment two –**
You will have a professional discussion with an independent assessor lasting 75 minutes. You need to compile a portfolio of evidence before the EPA gateway to help answer the questions
- **End point assessment three –**
You will complete and submit the assignment for unit 5COO3 of the diploma.

QUOTES FROM OUR PARTNERS



"Total People have added real value to our business through the apprentice scheme. It's very difficult to train staff within a busy, growing business. By retraining and recruiting through apprenticeships, it allows our existing team to focus on the daily challenges faced by the business."

Chariot

"We have had employees study through Total People since 2006 and have been really pleased with the level of support provided and the comprehensive learning programme."

Skelair



NEXT STEPS

Now that you know more about what is involved in an apprenticeship, it is time to take the next steps. All that is needed to start the process is to speak to your contact at Total People or contact our Customer Service Team.

If you are taking on a new apprentice, consider what task you will want them to carry out and the type of person that will be a good fit for your business.

Looking to upskill your existing team? Make sure you have contact details for your potential learner and their Line Manager and an idea of the apprenticeship you wish them to undertake.

CONTACT DETAILS

For more information contact our Qualifications Advisors on:



03333 222 666



enquiries@totalpeople.co.uk



totalpeople.co.uk

or follow us on our socials:



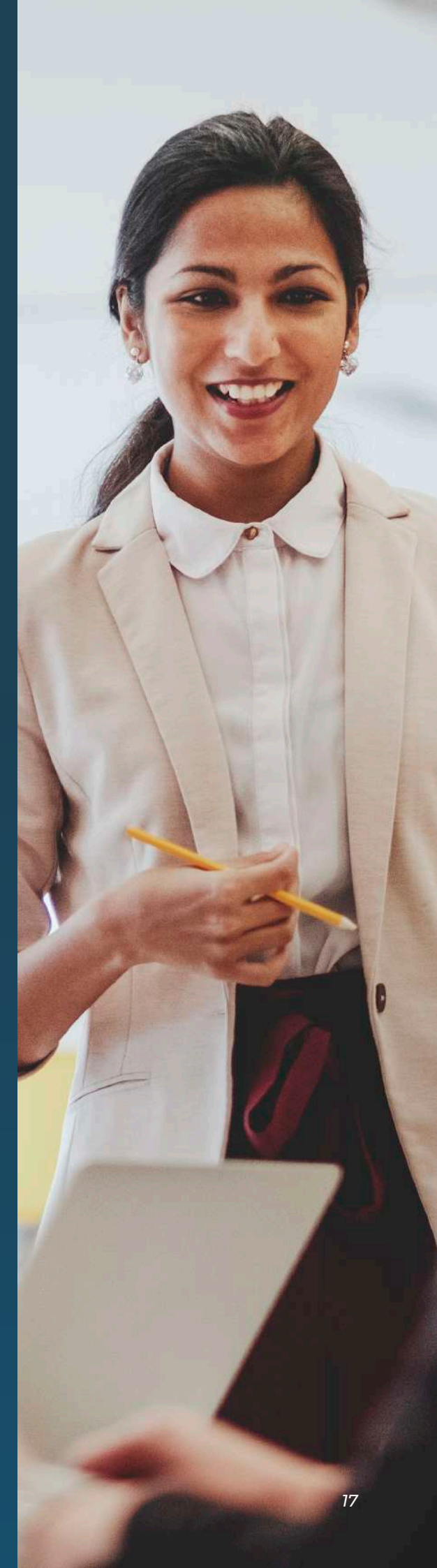
/totalpeople



@totalpeople



Total People



Total People is part of LTE group.

LTE group is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.

