**Resit Appendix for the Consultative Project**

Level 3 HR Support Apprenticeship Standard

Issue 2

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# Section 1 Apprentice Details

|  |  |
| --- | --- |
| **Name of Apprentice** |  |
| **Date of Resit** |  |
| **Title of Consultative Project** |  |
| **Total Word Count for Consultative Project and Appendix** |  |

# Section 2 Red/Amber Components

Please tick the components that were graded as Amber or Red on your initial assessment

|  |  |  |  |
| --- | --- | --- | --- |
| **Component Title** | **Code** | **Descriptor** |  |
| Business  Understanding | K1.1 | Understands the external market and sector within which their organisation operates, the products and services it delivers |  |
|  | K1.2 | 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  and Policy | K2.1 | Basic understanding of HR in their sector and any unique features. |  |
|  | K2.2 | Good understanding of HR legislation and the HR Policy framework of the organisation. |  |
|  | K2.3 | Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice. |  |
| HR Function | K3.1 | Understands the role and focus of HR within the organisation |  |
|  | K3.2 | Understands the HR business plan / priorities and how these apply to their role. |  |
| HR Systems  and Processes | K4.1 | Understands the systems, tools and processes used in the role, including the organisation’s core HR systems |  |
|  | K4.2 | Understands the standards that have to be met in the role |  |
| Service  Delivery | S1.1 | Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers |  |
|  | S1.2 | Builds manager’s expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate. |  |
|  | S1.3 | Uses agreed systems and processes to deliver service to customers |  |
|  | S1.4 | Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards |  |
|  | S1.5 | Plans and organises their work, often without direct supervision, to meet commitments and KPIs. |  |
| Problem  Solving | S2.1 | Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions |  |
|  | S2.2 | Takes ownership through to resolution, escalating complex situations as appropriate. |  |
| Process Improvement | S5.1 | Identifies opportunities to improve HR performance and service, acting on them within the authority of their role |  |
|  | S5.2 | Supports implementation of HR changes/projects with the business. |  |
| Managing HR Information | S6.1 | Maintains required HR records as part of services delivered. |  |
|  | S6.2 | Prepares reports and management information from HR data, with interpretation as required |  |

# Section 3 Evidence

In the table below add the component code and, in the box next to it please demonstrate to your Assessor the missing evidence of either your knowledge or skill.

The evidence you provide must link to your original project submission.

The word count for the Appendix and the edited Consultative Project in combination must not exceed 3000 words (+/-10%)

There is extra space below if you wish to add a table, diagram or graph.

|  |  |
| --- | --- |
| **Component Code** | **Evidence** |
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# Section 4 Supporting Evidence

Please label your extra supporting information in the format: Figure A, B, C and reference these labels in your evidence.