

apprenticeship FRAMEWORK

Human Resource Management (Wales)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR02583

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CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

These changes relate to the Essential Skills and Employer Rights and Responsibilities requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 14th October 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

Alternatives for Essential Skill qualifications

Foundation apprenticeships (Level 2): Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics ; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above.

Apprenticeships (Level 3): Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

Higher Apprenticeships (Levels 4-7): Essential Skills requirements are as for an apprenticeship frameworks at Level 3.

CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

Employer Rights and Responsibilities (ERR)

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

Additional Information

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

Human Resource Management (Wales)

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Framework summary

Human Resource Management

Human Resource Management

Pathways for this framework at level 5 include:

Pathway 1: Human Resource Management

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - B1 – CIPD Level 5 Diploma in Applied Human Resources (QCF)

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Human Resource Management

Human Resource Management

Pathways for this framework at level 7 include:

Pathway 1: Human Resource Management

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - CIPD Level 7 Advanced Diploma in Human Resource Management

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

Instructus

The Apprenticeship sector for occupations in air conditioning, building services engineering, business and administration, cleaning, customer service, electro technical, electrical and electronic servicing, enterprise and business support, facilities management, heating and ventilating, housing, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector), plumbing, property and refrigeration.

Issue number: 3	This framework includes:
Framework ID: FR02583	Level 5 Level 7
Date this framework is to be reviewed by: 31/08/2015	This framework is for use in: Wales

Short description

The Higher Apprenticeship in Human Resource Management is designed to develop high-performing human resource (HR) professionals who understand how to use HR practices to meet organisational needs and add value.

It will help employers attract bright individuals who want to develop a career in a business-related profession. Upon completion, Level 5 higher apprentices will be eligible for Associate Membership of the Chartered Institute of Personnel and Development (CIPD) and Level 7 higher apprentices will be eligible for Chartered Membership of the CIPD.

This apprenticeship is suitable for a variety of HR roles, including HR Executive, HR Officer, Assistant HR Manager, and Assistant HR Advisor.

Contact information

Proposer of this framework

This apprenticeship has been proposed and developed by Skills CFA in collaboration with the Chartered Institute for Personnel and Development (CIPD). Employers, training providers, colleges and awarding organisations have also fed into the development of the apprenticeship and the qualification. Employer input was gathered via a series of telephone interviews, face-to-face interviews and online consultations, which collected the views of a wide range of individuals and organisations, including BT and GlaxoSmithKline.

Developer of this framework

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Revising a framework

Contact details

Who is making this revision: Martha Burton
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Why this framework is being revised

This framework was revised by Skills CFA in January 2014 in order to update the details of the qualification included in the framework, and to add the Level 7 Higher Apprenticeship in Human Resource Management, as shown below.

Summary of changes made to this framework

This framework was revised by Skills CFA in January 2014 in order to:

- include the newly accredited CIPD Level 5 Diploma in Applied Human Resources
- include the Level 7 Higher Apprenticeship in Human Resource Management pathway, which consists of the CIPD Level 7 Advanced Diploma in Human Resource Management
- amend the on and off-the-job training hours.

Qualifications removed

The following qualification has been removed:

- CIPD Level 5 Diploma in Applied Human Resources (QCF) (600/6045/1).

Qualifications added

The following qualifications have been added:

- CIPD Level 5 Diploma in Applied Human Resources (QCF) (601/1943/3)
- CIPD Level 7 Advanced Diploma in Human Resource Management.

Qualifications that have been extended

None.

Purpose of this framework

Summary of the purpose of the framework

HR Profession

The Office for National Statistics' (ONS) Labour Market Statistics show that, in the second quarter of 2012, there were just under 300,000 HR professionals in the UK. Developing high-performing HR professionals who understand both the needs of their organisation and how to effectively use HR practices to meet these needs, is critical to enabling organisations to grow in a sustainable way.

In the current economic climate, HR professionals are being required to perform to a high standard to ensure that resources are managed as efficiently as possible, that staff are retained and released where appropriate, and that policies are adhered to. It is therefore important that current and future HR professionals are equipped with the right skills to remain competitive in the international workplace.

Typically new entrants to the profession study a HR qualification. Whilst this gives them a good grounding in HR, feedback from employers has highlighted that more needs to be done to help students apply what they have learnt within their own organisation, so that they can more quickly become effective practitioners. More support is particularly needed for those working in SMEs, or in larger organisations where there are no formal HR development programmes.

HR Management Apprenticeship

This apprenticeship framework has been developed to address the issues highlighted above, and support learners in becoming effective practitioners. The framework offers employers an innovative, cost-effective way of developing HR capability within their organisations. By combining on and off-the-job learning, those undertaking a HR apprenticeship will develop insights into their organisation's business challenges and capability needs, and therefore be more effective in applying their HR knowledge to support their organisation's goals.

The Level 5 Higher Apprenticeship in HR Management is aimed at those working in HR Officer or Assistant HR Manager roles. It will help employers to attract bright individuals who may not want to go to university but want to develop a career in a business-related profession. The apprenticeship will also support the development of higher-level skills among existing HR staff, thus enabling HR functions to concentrate more on transformational HR activities that add greater value and support the needs of their organisation.

The Level 7 Higher Apprenticeship in HR Management has been developed in order to build upon the success of the Level 5 Higher Apprenticeship in HR Management and meet the increasing demand for higher level skills and expertise in HR. The Level 7 apprenticeship,

which is equivalent to a post graduate university qualification, is aimed at individuals working in HR Manager or HR Director roles. A higher apprenticeship at this level is best suited to those who have prior experience of working in the HR environment and have a robust set of core HR skills which can be strengthened and expanded. Alternatively, this programme may be suitable for those who have achieved advanced or higher level business-related qualifications and wish to specialise in HR.

The Level 5 and Level 7 Higher Apprenticeships in HR Management offer a new route to Associate Membership and Chartered Fellow Membership (respectively) of the Chartered Institute of Personnel and Development (CIPD), thus further supporting the Government's agenda of opening up access to the professions.

Apprenticeship Certification Wales

All Welsh apprenticeship certificates must be claimed via the ACW (Apprenticeship Certification Wales) online system. This online system, which went live in July 2013, is operated by Skills CFA on behalf of the Federation For Industry Sector Skills and Standards (FISSS).

In order to claim a Welsh apprenticeship certificate you must register on ACW via this link -http://acwcerts.co.uk/register_centre.

ACW Universal Certificate Claim Form

Any claim that is made on ACW needs to be accompanied by the ACW Universal Certificate Claim Form. Without this form the apprenticeship certificate cannot be authorised. This requirement applies irrespective of the apprenticeship start date and end date.

Aims and objectives of this framework (Wales)

This framework has been developed to provide employers of all sizes and across all sectors in Wales with a high-quality, nationally-recognised programme which will attract new talent into HR management and up-skill the existing workforce to make businesses more productive, efficient and profitable.

The objectives of this framework are to:

- build a competent HR workforce, providing organisations of all sizes across all sectors with the staff needed to increase productivity and efficiency
- tap into the skills and talents of a diverse population by providing flexible entry routes into a career in HR
- equip individuals with the skills, knowledge and experience needed to undertake HR roles in a range of business settings
- provide apprentices with an opportunity to develop the skills, knowledge and experience they need to progress onto further and higher education, if they wish to do so.

Entry conditions for this framework

The HR Management apprenticeship framework is open to those who have no prior HR experience as well as those who are working in HR.

A HR apprentice will need good levels of numeracy and literacy, as well as a strong interest in what makes businesses successful, and how to get the best out of people. Good analytical skills and the ability to work with colleagues to earn their trust and respect are also important. The CIPD has identified eight key behaviours necessary for success in HR. These are:

- curiosity
- decisive thinker
- skilled influencer
- driven to deliver
- collaborative
- courage to challenge
- role model
- personally credible.

See CIPD's website for more details (<http://www.cipd.co.uk/cipd-hr-profession/profession-map/>).

Processes for recruiting HR apprentices should ensure they assess an applicant's aptitude for working in HR as well as their educational achievements.

Initial assessment must be used to ensure apprentices can gain recognition for relevant prior learning and achievement. The process should also identify any additional support or reasonable adjustments that may be required to enable an apprentice to have a fair opportunity to demonstrate their ability.

Rules to avoid repeating qualifications

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience.

1. Essential Skills Wales (ESW)

- Key skills qualifications are accepted as alternatives to ESW qualifications provided the key skills qualification(s) attained are at the same level(s) as those specified for ESW qualifications.
- ESW qualifications achieved at the level specified in the framework, prior to commencing an apprenticeship can be accepted, provided that the required certificate is presented at

the point of certification.

- ESW achieved in the context of the Welsh Baccalaureate Qualification (WBQ) can be accepted, provided the specific certification of the title(s) and level(s) of those ESW qualifications is provided. The WBQ certificate itself does not provide this specific evidence.
- Where an individual has achieved ESW at level 1 in either Application of Numbers, Communication or ICT or has the relevant key skill prior to starting a level 2 apprenticeship, the employer may allow the individual to study for ESW skills qualifications at level 2 as part of the apprenticeship.

2. Prior experience

- Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Level 5

Title for this framework at level 5

Human Resource Management

Pathways for this framework at level 5

Pathway 1: Human Resource Management

Level 5, Pathway 1: Human Resource Management

Description of this pathway

Level 5, Pathway 1: Human Resource Management

The number of credits for this pathway are as follows:

- CIPD Level 5 Diploma in Applied Human Resources (QCF) – 90 credits
- Communication - 6 credits
- Application of Numbers – 6 credits
- IT - 6 credits

Total number of credits: 108

Entry requirements for this pathway in addition to the framework entry requirements

Apprentices on the Higher Apprenticeship in HR Management must be a minimum of 18 years old. This requirement has been put in place due to the level of maturity required to manage sensitive HR issues. There are no other additional requirements.

Job title(s)	Job role(s)
HR Executive; HR Officer; Assistant HR Manager; Assistant HR Advisor	HR professionals contribute to delivering generalist or specialist HR services including resourcing, reward, employment relations, organisational performance, and learning and development. They provide advice on HR issues, and support the development and implementation of HR policy and change.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - B1 - CIPD Level 5 Diploma in Applied Human Resources (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	601/1943/3	Chartered Institute of Personnel and Development (CIPD)	90	450	N/A

Relationship between competence and knowledge qualifications

B1a provides both the underpinning knowledge and the competence element for this pathway.

Learners must complete a minimum of 90 credits. Learners must complete all core mandatory units to a total of 26 credits. Learners must also complete optional units to a minimum of 64 credits, made up from a minimum of 24 credits from group A optional units and a minimum of 40 credits from group B optional units. It is strongly recommended that learners select corresponding knowledge and applied units from optional unit groups A and B.

The combined qualification includes both competence and knowledge units. The split between knowledge and competence units is shown below:

Mandatory units:

A/504/1195 - Developing Professional Practice in Human Resources (competence unit - 8 credits)

F/504/1196 - Understanding the Business Context of Human Resources (knowledge unit - 4 credits)

J/504/1197 - Using a Research Approach in Human Resources (competence unit - 4 credits)

L/504/1198 - Understanding the Contemporary Human Resources Function (knowledge unit - 4 credits)

R/504/1199 - Understanding Employment Law (knowledge unit - 6 credits)

Optional group A units (knowledge units; minimum of 24 credits from group A)

A/504/1200 - Understanding Resourcing and Talent Planning (knowledge unit - 4 credits)

F/504/1201 - Understanding Reward Management (knowledge unit - 4 credits)

J/504/1202 - Understanding the Link between Individual and Organisational Performance (knowledge unit - 4 credits)

L/504/1203 - Understanding Employee Engagement (knowledge unit - 4 credits)

R/504/1204 - Understanding the Management of Employment Relations (knowledge unit - 4 credits)

Y/504/1205 - Understanding Contemporary Human Resource Development (knowledge unit - 4 credits)

H/504/6729 - Understanding Coaching and Mentoring in the Organisation (knowledge unit - 4 credits)

J/505/7044 - Understanding the Management of Change (knowledge unit - 4 credits)

Optional group B units (competence units; minimum of 40 credits from group B)

D/504/1206 - Contributing to Resourcing and Talent Planning in the Organisation (competence unit - 8 credits)

H/504/1207 - Contributing to Reward Management in the Organisation (competence unit - 8 credits)

H/504/1210 - Contributing to the Management of Employee Relations in the Organisation (competence unit - 8 credits)

K/504/1208 - Contributing to Improving Organisational Performance (competence unit - 8 credits)

K/504/1211 - Contributing to Human Resource Development in the Organisation (competence unit - 8 credits)

M/504/1209 - Contributing to Employee Engagement in the Organisation (competence unit - 8 credits)

Y/504/6730 - Contributing to Coaching and Mentoring in the Organisation (competence unit - 8 credits)

F/505/7043 - Contributing to the Management of Change (competence unit - 8 credits)

Please note that, where the knowledge and competence elements are combined and accredited as a single integrated qualification, the two elements must be separately identified and separately assessed.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	6
Application of numbers	Level 2	6
IT	Level 2	6

Progression routes into and from this pathway

Progression into the Higher Apprenticeship in HR Management may be from a wide number of routes due to the varying backgrounds and past academic and work related experiences of apprentices.

Progression routes into the Higher Apprenticeship in Human Resource Management at Level 5:

- an Advanced Apprenticeship in Business and Administration or Management;
- a Higher Apprenticeship in Business and Professional Administration or Management;
- QCF Awards, Certificates or Diplomas in HR or Business-related areas;
- GCSEs;
- a Welsh Baccalaureate, including any of the Principal Learning Qualifications at foundation and higher level;
- A levels or equivalent qualifications;
- previous CIPD qualifications, such as the Level 3 Foundation Certificate or Diploma in Human Resources Practice.

Progression routes from the Higher Apprenticeship in Human Resource Management at Level 5:

- undergraduate and post graduate degrees in HR Management or Business-related areas;
- CIPD Level 7 Advanced Diploma in HR Management;
- HR manager/advisor roles, either as generalists or specialists;
- Chartered membership of the Chartered Institute of Personnel and Development (CIPD).

UCAS points for this pathway: N/A

Employee rights and responsibilities

Delivery and assessment of ERR

The Employee Rights and Responsibilities (ERR) component of the apprenticeship is embedded within four units of CIPD's Level 5 Diploma in Applied Human Resources:

- Developing Professional Practice in HR
- Understanding the Business Context of HR
- Understanding the Contemporary HR Function
- Understanding Employment Law.

Because these are core units within the qualification, no additional assessment or evidence of achievement against the ERR national outcomes is required.

The 9 ERR national outcomes are listed below:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles and codes of practice; and
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

Learners who have completed the CIPD Level 5 Diploma in Applied Human Resources will have automatically covered the ERR requirements; therefore the completion certificate from the Level 5 Diploma in Applied Human Resources can be used as evidence of the achievement of ERR. No additional evidence of achievement is needed to claim the apprenticeship certificate.

Level 7

Title for this framework at level 7

Human Resource Management

Pathways for this framework at level 7

Pathway 1: Human Resource Management

Level 7, Pathway 1: Human Resource Management

Description of this pathway

Level 7, Pathway 1: Human Resource Management

The number of credits for this pathway are as follows:

- Level 7 CIPD Advanced Diploma in Human Resource Management - 120 credits
- Communication - 6 credits
- Application of Numbers - 6 credits
- IT - 6 credits

Total number of credits: 138

Entry requirements for this pathway in addition to the framework entry requirements

Apprentices on the Higher Apprenticeship in HR Management must be a minimum of 18 years old. This requirement has been put in place due to the level of maturity required to manage sensitive HR issues. There are no other additional requirements.

Job title(s)	Job role(s)
HR Executive; HR Officer; HR Advisor; HR Manager; HR Director	HR professionals contribute to delivering generalist or specialist HR services including resourcing, reward, employment relations, organisational performance, and learning and development. They provide advice on HR issues, and support the development and implementation of HR policy and change.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - CIPD Level 7 Advanced Diploma in Human Resource Management					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	N/A	Chartered Institute of Personnel and Development (CIPD)	120	500	N/A

Relationship between competence and knowledge qualifications

B1a provides both the underpinning knowledge and the competence element for this pathway.

Learners must complete a minimum of 120 credits. Learners must complete all core mandatory units to a total of 60 credits. Learners must also complete optional units to a minimum of 60 credits, made up from a minimum of 45 credits from group A optional units and a minimum of 15 credits from group B optional units.

The combined qualification includes both competence and knowledge units. The split between knowledge and competence units is shown below:

Mandatory units:

Human Resources Management in Context (knowledge unit - 15 credits)

Leading, Managing and Developing People (competence/knowledge unit - 15 credits)

Developing Skills for Business Leadership (competence unit - 15 credits)

Investigating a Business Issue from a Human Resources Perspective (competence/knowledge unit - 15 credits)

Optional group A units (minimum of 45 credits from group A)

Organisation Design and Organisation Development (knowledge unit - 15 credits)

Leadership and Management Development (competence/knowledge unit - 15 credits)

Resourcing and Talent Management (competence unit - 15 credits)

Performance Management (competence unit - 15 credits)

Reward Management (knowledge unit - 15 credits)

Managing Employment Relations (knowledge unit - 15 credits)

Employment Law (competence/knowledge unit - 15 credits)

Employee Engagement (competence/knowledge unit - 15 credits)

Optional group B units (minimum of 15 credits from group B)

Learning and Talent Development (competence/knowledge unit - 15 credits)

Designing, Delivering and Evaluating Learning and Development Provision (competence unit - 15 credits)

Knowledge Management and Organisational Learning (competence/knowledge unit - 15 credits)

Understanding and Implementing Coaching and Mentoring (competence/knowledge unit - 15 credits)

Please note that, where the knowledge and competence elements are combined and accredited as a single integrated qualification, the two elements must be separately identified and separately assessed.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	6
Application of numbers	Level 2	6
IT	Level 2	6

Progression routes into and from this pathway

Progression into the higher apprenticeship may be from a wide number of routes due to the varying backgrounds and past academic and work related experiences of apprentices.

Progression routes into the Higher Apprenticeship in Human Resource Management at Level 7:

- an Advanced Apprenticeship in Business and Administration or Management;
- a Higher Apprenticeship in Business and Professional Administration, Management, or Leadership and Management;
- a Level 5 Higher Apprenticeship in Human Resource Management;
- Associate Professional membership of the Chartered Institute of Personnel and Development;
- QCF Awards, Certificates or Diplomas in HR or business-related areas;
- GCSEs;
- A' Levels or equivalent qualifications;
- previous CIPD qualifications such as the Certificate in Human Resources Practice;
- significant experience in an HR leadership role.

Progression routes from the Higher Apprenticeship in Human Resource Management at Level 7:

- undergraduate and post graduate degrees in HR Management or business-related areas;
- HR manager/advisor roles, including senior roles, either as generalists or specialists;
- Chartered membership of the CIPD.

UCAS points for this pathway: N/A

Employee rights and responsibilities

The Employee Rights and Responsibilities (ERR) component of the apprenticeship is partially embedded within three units of CIPD's Level 7 Advanced Diploma in Human Resource Management:

- Human Resource Management in Context
- Employment Law
- Managing Employment Relations.

Completion of the three units shown above, alongside an induction programme, meets the ERR requirements of this framework. Learners who have completed the CIPD Level 7 Advanced Diploma in Human Resource Management, specifically covering the listed units, alongside an induction programme will have automatically covered the ERR requirements. As such the completion certificate from the CIPD Level 7 Advanced Diploma in Human Resource Management can be used as evidence of the achievement of ERR. No additional evidence of achievement is needed to claim the apprenticeship certificate.

However, as two of the listed units are optional it may be the case that learners do not complete these particular units and therefore do not automatically cover the 9 ERR outcomes. In which case learners will need to complete one of the following:

1. A QCF ERR Qualification/Unit:

- The Level 2 Award in Employee Rights and Responsibilities (QCF) (for a full list of Awarding Bodies offering this qualification please see the Apprenticeship FAQ on our website (<http://www.skillsca.org/faq.html>)
- Understand employment responsibilities and rights in health, social care or children and young people (R/602/2954)
- Understand employment responsibilities and rights (D/602/4769)
- Employment Rights and Responsibilities in the Facilities Management, Housing and Property Sectors (QCF) (A/502/7524)
- Understanding employment rights and responsibilities in the energy and utility sector (QCF) (H/503/1468)
- Employment Rights and Responsibilities for New Entrants into the Science, Engineering and Manufacturing Sectors (QCF) (M/502/8282).

2. Recorded professional discussion/presentation/project

3. ERR Workbook

- The Skills CFA ERR Workbook, available from the Skills CFA website (<http://www.skillsca.org>).

Evidence of achievement of ERR

If a learner has completed the ERR workbook they will be required to sign a declaration indicating that the ERR workbook has been completed and that the ERR requirements have been met. This declaration is included at the back of the ERR workbook and must be signed and uploaded to ACW when claiming the apprenticeship certificate. The signed ERR declaration must be submitted alongside the ACW Universal Certificate Claim Form.

If a learner has completed the ERR national outcomes through professional discussion, a presentation or project, training providers will be required to complete the Higher Apprenticeship ERR checklist and return this with the ACW Universal Certificate Claim Form, available from the Skills CFA website (www.skillscfa.org).

Those who complete the ERR qualification can use the qualification certificate to claim their apprenticeship.

The 9 ERR national outcomes are listed below:

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers.
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme.
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme.
4. understands the role played by their occupation within their organisation and industry.
5. has an informed view of the types of career pathways that are open to them.
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities.
7. knows where and how to get information and advice on their industry, occupation, training and career.
8. can describe and work within their organisation's principles of conduct and codes of practice.
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

According to the Office for National Statistics, more than two-thirds of the UK's human resource professionals are female, and just under one-third is male. No current data is available to indicate an imbalance (or otherwise) of employees from minority backgrounds or with disabilities.

CIPD is working to address perceptions that HR is a female occupation by showcasing the careers of HR professionals from a variety of backgrounds. This approach will continue with the promotion of the Higher Apprenticeship.

HR is increasingly becoming a graduate career. The higher apprenticeship will open up a new route into the profession for talented individuals who do not want to go to university but want to pursue a professional career in HR.

Entry conditions to this framework do not discriminate against any individuals, with the framework being open and accessible to all potential apprentices. Mentoring is also promoted within the apprenticeship to provide additional support and increase the chances of apprentices staying. Training providers and employers must also comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the profession, using the protected characteristics of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- gender
- sexual orientation.

Download the guidance on the Equality Act [here](#).

Skills CFA monitors take-up and achievement of all apprenticeships and will take steps to address any barriers to take-up and achievement.

On and off the job training (Wales)

Summary of on- and off-the-job training

Training time for the Higher Apprenticeship in HR Management is split into on-the-job training hours and off-the-job training hours, as described below.

Total on-the-job and off-the-job training hours are as follows:

- Level 5 Higher Apprenticeship in HR Management - 717 hours
- Level 7 Higher Apprenticeship in HR Management - 767 hours

The apprenticeships will last a minimum of 12 months. A flexible approach to learning is encouraged for learners who have prior learning or experience.

Regardless of how long the apprenticeship takes, the minimum number of training hours, as shown above, must be met.

Training hours can be attached to both the accredited and un-accredited parts of the apprenticeship, and will include, for example, inductions, reviews, training, the qualification, career discussions, Essential Skills Wales and any other activities which help the apprentice gather the required skills and underpinning knowledge need within their job role.

It is recommended that a training plan is developed at the outset of the apprenticeship to determine how the training hours requirements will be met.

Off-the-job training

Level 5 Higher Apprenticeship in HR Management

The total off-the-job training for the Level 5 Higher Apprenticeship in HR Management is 280 hours, made up as follows:

- 60 hours for Essential Skills Wales (20 hours per skill)
- 169 hours (minimum) to cover the knowledge content within the CIPD Diploma in Applied Human Resources
- 15 hours for activities including initial assessments, inductions etc.
- 36 hours of off-the-job coaching and mentoring to support the apprentice.

Level 7 Higher Apprenticeship in HR Management

The total off-the-job training for the Level 7 Higher Apprenticeship in HR Management is 311 hours, made up as follows:

- 60 hours for Essential Skills Wales (20 hours per skill)
- 200 hours (minimum) to cover the knowledge content within the CIPD Advanced Diploma in Human Resource Management
- 15 hours for activities including initial assessments, inductions etc.
- 36 hours of off-the-job coaching and mentoring to support the apprentice.

How this requirement will be met

Training hours delivered under an Apprenticeship Agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off-the-job training required to complete the apprenticeship under the Apprenticeship Agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification.

Previous attainment

Where a learner enters an Apprenticeship Agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording certificated learning outside of the QCF, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within five years of applying for the apprenticeship certificate.

Previous experience

Where a learner enters an Apprenticeship Agreement with previous work-related experience, this prior learning needs to be recognised. To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's CQFW 'Recognition of Prior Learning' (RPL) procedures and the hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.

For apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within five years of application for the apprenticeship certificate or have been continuously employed in the relevant job role in the industry for three years duration.

Off-the-job training hours refers to the time taken to develop the technical skills and to develop knowledge of theoretical concepts across a range of contexts. It can be seen as time away from "the immediate pressures of the job", and may include all of the following (non-exclusive) activities:

- individual and group teaching
- coaching
- distance learning
- e-learning
- feedback and assessment
- guided study
- learning with peers/networked or collaborative learning
- mentoring.

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and: a tutor, or teacher; their workplace supervisor or manager; or their coach or mentor;
- allow access as and when required by the apprentice either to a tutor, teacher, supervisor, manager, mentor or coach;
- be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; observation, feedback and assessment; collaborative/networked learning with peers, guided study, and induction;
- be characterised by formal or planned taught sessions delivered predominantly by qualified training staff
- be delivered during contracted working hours;
- be delivered whilst working under an apprenticeship agreement, or during a qualifying period prior to working under an apprenticeship agreement ending on the date of application for an apprenticeship certificate.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer.

Evidence of off-the-job training hours

The ACW Universal Certificate Claim Form must be completed by the learner and employer or training provider, stating that the minimum required levels of on and off-the-job training, as set out in the apprenticeship framework document, have been met.

Please see the [Skills CFA website](#) for the relevant documents and for further information.

On-the-job training

Level 5 Higher Apprenticeship in HR Management

The total on-the-job training for the Level 5 Higher Apprenticeship in HR Management is 437 hours, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per skill)

- 261 hours (minimum) to cover the competence content within the CIPD Diploma in Applied Human Resources
- 20 hours minimum to cover the knowledge content within the CIPD Diploma in Applied Human Resources
- 36 hours of on-the-job coaching and mentoring to support the apprentice.

Level 7 Higher Apprenticeship in HR Management

The total on-the-job training for the Higher Apprenticeship in HR Management is 456 hours, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per skill)
- 280 hours (minimum) to cover the competence content within the CIPD Advanced Diploma in Human Resource Management
- 20 hours minimum to cover the knowledge content within the CIPD Advanced Diploma in Human Resource Management
- 36 hours of on-the-job coaching and mentoring to support the apprentice.

How this requirement will be met

On-the job training is defined as skills, knowledge and competence gained within normal work duties.

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship Agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures (as off-the-job above). The amount of on-the-job training required to complete the apprenticeship under the Apprenticeship Agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new Apprenticeship Agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim 25% or more hours towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'.

Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include:

- selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body
- following Essential Skills at a level higher than that specified in the framework
- including one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the Foundation

Apprenticeship/Apprenticeship Certificate or have been continuously employed in the industry for three years. Job roles within Human Resources require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the learner and assessor.

On-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and: a tutor, or teacher; their workplace supervisor or manager; or their coach or mentor;
- allow access as and when required by the apprentice either to a tutor, teacher, supervisor, manager, mentor or coach;
- be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; observation, feedback and assessment; collaborative/networked learning with peers, guided study, and induction;
- enable the apprentice to demonstrate practical job-related skills and to practice and apply these in the context of the job. This type of learning will be delivered in the workplace;
- be delivered whilst working under an apprenticeship agreement, or during a qualifying period prior to working under an apprenticeship agreement ending on the date of application for an apprenticeship certificate.

Evidence of on-the-job training hours

The ACW Universal Certificate Claim Form must be completed by the learner and employer or training provider, stating that the minimum required levels of on and off-the-job training, as set out in the apprenticeship framework document, have been met.

Please see the [Skills CFA website](#) for the relevant documents and for further information.

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

The Wider Key Skills are already covered within the core elements of the apprenticeship qualifications. No additional Wider Key Skills delivery is required.

Working with others

The Wider Key Skills are already covered within the core elements of the apprenticeship qualifications. No additional Wider Key Skills delivery is required.

Problem solving

The Wider Key Skills are already covered within the core elements of the apprenticeship qualifications. No additional Wider Key Skills delivery is required.

Additional employer requirements

There are no additional employer requirements.

apprenticeship
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www.afo.sscalliance.org