



**Accelerate  
People**

# Qualification Specification

---

Accelerate People L3 EPA for HR Support ST0239/AP01

Qualification Number 610/4282/1

Classification: Public

Version History		
Version	Date Amended	Changes Made
1	February 2025	Document created.
2.0	February 2025	Edited gateway requirements to accommodate change in policy for English and Maths requirements.

# Contents

<b>QUALIFICATION OBJECTIVE</b>	<b>4</b>
<b>THE LEVEL 3 HR SUPPORT APPRENTICESHIP</b>	<b>4</b>
<b>ENTRY REQUIREMENTS</b>	<b>5</b>
<b>EPA REQUIREMENTS</b>	<b>5</b>
<b>EPA GATEWAY</b>	<b>6</b>
<b>KNOWLEDGE, SKILLS AND BEHAVIOURS</b>	<b>7</b>
<b>KNOWLEDGE</b>	<b>7</b>
<b>SKILLS</b>	<b>7</b>
<b>BEHAVIOURS</b>	<b>8</b>
<b>ASSESSMENT</b>	<b>8</b>
<b>CONSULTATIVE PROJECT</b>	<b>9</b>
<b>PROFESSIONAL DISCUSSION</b>	<b>10</b>
<b>ASSESSMENT CRITERIA</b>	<b>10</b>
<b>CONSULTATIVE PROJECT</b>	<b>10</b>
<b>PROFESSIONAL DISCUSSION</b>	<b>12</b>
<b>GRADING</b>	<b>14</b>
<b>RE-SITS AND RE-TAKES</b>	<b>16</b>
<b>SPECIMEN</b>	<b>18</b>
<b>ACCELERATE PEOPLE</b>	<b>18</b>

# Qualification Objective

The level 3 HR Support apprenticeship is one of a suite of apprenticeships that have been designed by industry employers to meet a range of job roles across different industries and sizes of business.

Accelerate People are an end-point assessment organisation (EPAO) for apprenticeship standards that are defined by the Institute for Apprenticeships & Technical Education (IfATE). The [apprenticeship standard](#) and [assessment plan](#) can be found on the [IfATE website](#).

As part of this apprenticeship, all apprentices are required to complete an independent end-point assessment (EPA). The purpose of the EPA is to independently assess that any apprentice on this standard is competent in a relevant job role and can evidence meeting all the assessment criteria relating to the knowledge, skills and behaviours (KSB) outcomes.

## The Level 3 HR Support Apprenticeship

### Role Profile

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. Their work is likely to include handling day to day queries and providing HR advice; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes. They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk. In a larger organisation they may also have responsibility for managing a small team – this aspect is outside the scope of this apprenticeship and will need to be covered separately by the employer.

# Entry Requirements

## Qualifications

Apprentices aged 16-18 on their apprenticeship start date, without level 2 English and maths, will need to achieve this level prior to taking the EPA. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Apprentices aged 19+ on their apprenticeship start date, without level 2 English and maths, are exempt from achieving this prior to taking their EPA; this exemption is by prior agreement between the apprentice and employer.

## Experience

There are no pre-requisite knowledge, skills or understanding requirements defined for entry onto this qualification.

# EPA Requirements

To successfully complete the level 3 HR Support apprenticeship apprentices must achieve at least a pass in both EPA assessment methods. This EPA consists of two assessment methods which have the following grades awarded.

Assessment Method 1: Consultative project.

- Fail.
- Pass.
- Distinction.

Assessment Method 2: Professional discussion.

- Fail.
- Pass.
- Distinction.

## EPA Gateway

For this apprenticeship all apprentices must spend a minimum of 12 months on programme, of which a minimum of 20% must be spent undertaking off-the-job training, before being eligible to undertake the EPA.

Before starting the EPA, an apprentice must meet the following gateway requirements:

- The apprentice's employer must confirm that they think their apprentice is working at or above the occupational standard. The apprentice will then enter the gateway. The employer may take advice from the apprentice's training provider(s), but the employer must make the decision.
- Apprentices must have achieved English and Maths qualifications in line with the apprenticeship funding rules.

Apprentices may request additional time if they require a reasonable adjustment. Information on how and when to apply is contained within the reasonable adjustments policy.

Once the apprentice is ready to enter gateway the following must be submitted to progress:

- Gateway form:
  - Confirming any dates the apprentice is unavailable during the EPA period.
  - Advising Accelerate People if the apprentice requires any reasonable adjustments to be made during the EPA.
  - Confirmation signatures that the apprentice is ready for the EPA.
  - The consultative project scope, which is part of the Gateway Form.
- Evidence of:
  - Maths and English qualifications at Level 2 or above (or acceptable equivalent as specified in the entry requirements section), **or**
  - Confirmation that the apprentice is exempt from achieving English and Maths qualifications.

The gateway form along with all documentation must be uploaded before the EPA can commence. Failure to upload any of the required documentation may delay the EPA start date.

# Knowledge, Skills and Behaviours

There are no mandatory vendor qualifications or knowledge modules for this apprenticeship. Apprentices are expected to be able to demonstrate competence against the assessment criteria specified within the assessment plan. The assessment criteria are based on the following KSBs, which apprentices are expected to be competent in before entering gateway.

## Knowledge

- 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.
- 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.
- Understands the role and focus of HR within the organisation.
- Understands the HR business plan / priorities and how these apply to their role.
- Understands the systems, tools and processes used in the role, including the organisations core HR systems.
- Understands the standards that have to be met in the role.

## Skills

- 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.

- 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.
- 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.
- 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.
- 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.
- Maintains required HR records as part of services delivered.
- Prepares reports and management information from HR data, with interpretation as required.
- 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**

- 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.
- Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.
- Displays energy and enthusiasm in the way they go about their role.
- Deals positively with setbacks when they occur. Stays positive under pressure.

## **Assessment**

In the event that an apprentice cannot complete a project covering all of the required knowledge and skills, due to their organisational circumstances, then it is permissible for a **maximum of three** of the listed components of knowledge / skill to be assessed in the professional discussion instead. This will be agreed when the project is scoped at the start of the EPA and signed off by the EPAO.

## Consultative Project

The consultative project will be a real example of work done by the apprentices in their role that will be completed after the gateway, taking a maximum of three months.

The project will require the apprentice to describe how they have applied their knowledge and HR related skills (as set out in the assessment criteria section) to deliver the services required by the role as described in the standard.

It should describe a situation where the apprentice has successfully worked with a customer (probably an internal one) to deliver a specific piece(s) of HR advice or provide 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%).

The consultative project will be sent to the independent assessment organisation for a fully independent assessment against the standard. It will be marked before the professional discussion is carried out.

## Professional Discussion

The professional discussion will be conducted after the independent assessor has reviewed and marked the consultative project. It will focus on the skills and behaviours specified in the assessment section, together with any knowledge and skills components that have not been covered in the consultative project.

There should be 13-16 questions in each professional discussion carried out with an apprentice and each question should focus on a single component of knowledge, skill or behaviour as listed in the assessment criteria section.

Having marked the consultative project, the independent assessor should confirm the knowledge and skill components normally covered by the consultative project for which they do not have evidence. They should then add into the professional discussion any additional questions that are required to cover these knowledge and skill components. The professional discussion is expected to last between 60 and 75 minutes.

The professional discussion should be carried out within two weeks of the project being marked.

- The professional discussion will take place online via video conferencing.
- Apprentices will need access to the internet and a working webcam for the entire duration.
- The apprentice must have access to a quiet room and, unless reasonable adjustments have been requested for additional support, be alone in the room.
- Apprentices must have photographic identification (ID) to verify their identity, if they do not produce any ID then the professional discussion will be cancelled.
- The professional discussion will last between 60-75 minutes.
- Between 13-16 questions will be asked and will be formed based on the evidence and grading requirements in the table below.

## Assessment Criteria

### Consultative Project

Knowledge	What is required	Components
Business Understanding	Understands the structure of the organisation; the products and services it delivers; the external market and sector within which it operates; where their role fits in the organisation; the 'Values' by which it operates and how these apply to their role.	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 and 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 and 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	What is required	Components
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	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.

Skills	What is required	Components
	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.	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.
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.
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.

## Professional Discussion

Skills	What is required	Components
Communication & Interpersonal	Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a	Deals effectively with customers/colleagues, using sound interpersonal skills and

Skills	What is required	Components
	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.	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.
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	What is required	Components
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.

Behaviours	What is required	Components
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

Each assessment method is graded individually and combined to give an overall grade. The overall grade is arrived at using a 50:50 weighting of the two scores.

Grade	Consultative Project	Professional Discussion
Distinction (85 to 100 marks)	Distinction	Distinction
Pass (60 to 84 marks)	Pass	Pass
Fail (59 marks or less)	The apprentice has not achieved a minimum of a Pass in both methods.	

The table below outlines the scoring criteria that will be applied for each assessment method.

It is based on the following principles:

- All Pass criteria need to be achieved – in achieving this the apprentice will be demonstrating all Knowledge, Skills and Behaviours in the standard.
- Distinction builds on the Pass criteria.

EPA Element	Distinction Criteria	Pass Criteria	Fail Criteria
Consultative Project (100 marks)	Score 85 and above  In addition to the Pass criteria: <ul style="list-style-type: none"> <li>• Demonstrating insight into the issues facing the business.</li> </ul>	Score 60 to 84  Using the assessment criteria, provides evidence of the required knowledge and skills with particular emphasis on:	Score 59 or below  <ul style="list-style-type: none"> <li>• Fails to provide evidence to meet all knowledge, skill and behaviour requirements as contained in the</li> </ul>

	<ul style="list-style-type: none"> <li>• Meeting challenging customer needs and delivering appropriate HR advice / guidance.</li> <li>• Taking personal initiative to consistently exceed required standards and targets.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding and application of HR legislation, policies and procedures relevant to their role.</li> <li>• Developing a clear understanding the business situation through appropriate questioning and active listening.</li> <li>• Providing HR advice and guidance that are appropriate to the business context.</li> <li>• Building the skills of managers in dealing with HR matters.</li> </ul>	assessment criteria.
--	--	--	----------------------

Professional Discussion (100 marks)	<p>Score 85 and above</p> <p>In addition to the Pass criteria:</p> <ul style="list-style-type: none"> <li>Communicating effectively with people above them in the organisation, up to senior management.</li> <li>Working well and delivering results when under pressure.</li> <li>Taking a leadership role within their team when appropriate.</li> </ul>	<p>Score 60 to 84</p> <p>Using the assessment criteria, provides evidence of the required skills and behaviours with particular emphasis on:</p> <ul style="list-style-type: none"> <li>Demonstrating effective working relationships with customers.</li> <li>Showing how they have communicated effectively, using a range of media, at all required levels of the organisation.</li> <li>Supporting colleagues and collaborating to achieve results.</li> <li>Showing how they have developed themselves in the role and kept up to date with technical HR changes.</li> </ul>	<p>Score 59 or below</p> <ul style="list-style-type: none"> <li>Fails to provide evidence to meet all knowledge, skill and behaviour requirements as contained in the assessment criteria.</li> </ul>
-------------------------------------	---	---	---

## Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does. Apprentices should have a supportive action plan to prepare for a re-sit or a re-take.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a distinction.

An apprentice will get a maximum EPA grade of pass for a re-sit or re-take.

## Specimen

All specimen materials can be accessed by registered training providers from the knowledge area on ACE360.

## Accelerate People

Accelerate People are an independent EPAO specialising in digital apprenticeship EPAs. If you have any questions or queries relating to this qualification specification or EPA, please contact us using the details below.

Registered training providers with Accelerate People can access further guidance material on the knowledge base on ACE360.

### Contact Details

**Email:** [info@accelerate-people.co.uk](mailto:info@accelerate-people.co.uk)

**Visit:** [www.accelerate-people.co.uk](http://www.accelerate-people.co.uk)

**Registered office:** Accelerate People Limited, Scale Space, Imperial College White City Campus, 58 Wood Lane, London, W12 7RZ.

**Registered in England with number:** 09577006.

**Registered Apprenticeship Assessment Organisation Number:** EPO 0475.



**Accelerate People**