

# HR Consultant/Partner.

## Level 5 Apprenticeship

As part of the programme, you will be expected to meet the Knowledge, Skills and Behaviours outcomes detailed below.

Your line manager will need to demonstrate how you will meet these outcomes during your programme, by completing a form during the application process.

Knowledge	Learning Outcomes
<b>HR Technical expertise</b>	Good understanding across all HR disciplines, HR legislation and an excellent working knowledge of the organisation's HR policies and procedures. Sound understanding of HR in their sector and any unique features. Up to date with best practice and emerging thinking – able to use this in their dealings with the business.
<b>Business understanding</b>	Understands what the organisation does, the external market and sector it operates in, its challenges and issues. Understands business and HR KPIs and metrics, building a clear picture of how the business is performing. Understands the impact of this on their role.
<b>HR Function</b>	Understands the structure and responsibilities of the HR function, policies and processes, and where to source HR specialist expertise.
<b>MI and Technology</b>	Understands HR systems and where to find HR and management data, both internally and externally, including benchmarking. Knows how technology, including social media, is impacting the business and HR.

Skills and Behaviours	Learning Outcomes
<b>HR Consultancy</b>	Develops and delivers HR solutions to the business that are appropriate to the organisational context. Influences leaders and managers to adopt appropriate solutions. Provides tailored HR services to the business as required by their role e.g. Performance Management, Resourcing, Development, Talent, Reward. Contributes to the development of relevant HR policies & procedures and/or HR initiatives.
<b>Providing support and advice</b>	Tailors business-centred advice on the interpretation and application of HR policies and processes. Makes sound judgments based on business need, ensuring the business operates within the boundaries of employment law. Deals with escalated people issues and works with the business to resolve them.
<b>Contributing to Business change</b>	Leads the HR contribution to business projects and change programmes to support positive behavioural, business or organisational change.
<b>Building HR capability</b>	Leads the improvement of people capability within the business or own team. Advises and coaches managers to deal successfully with people issues from a generalist or specialist perspective, incorporating best practice where appropriate.
<b>HR Information Analysis</b>	Researches, analyses and presents HR / business data (both internal and external) to provide insight, support solutions to business issues and track performance.
<b>Personal Development</b>	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. Plans their own development; shows commitment to the job and the profession
<b>Relationship Management</b>	Builds effective working relationships with business managers (using the language of the business), peers and other HR functions, together with relevant external organisations. Communicates confidently with people at all levels, including senior management.
<b>Flexibility</b>	Adapts positively to changing work priorities and patterns, ensuring key business and HR deadlines continue to be met. Curious about HR/business trends and developments, incorporating them into their work.
<b>Resilience</b>	Displays tenacity and proactivity in the way they go about their role, dealing positively with setbacks when they occur. Stays positive under pressure.