

CIPD

*Championing better
work and working lives*



Guide to End Point Assessment (EPA)

Level 3 Apprenticeship Standard

HR Support

Guide to End Point Assessment

Level 3 HR Support

Section 1: About the CIPD as an EPA Organisation

The CIPD is an independent third-party organisation registered on the Education and Skills Funding Agency’s Register of EPA Organisations for the HR Apprenticeship standards.

Our assessment processes have been developed to provide rigorous, robust and independent EPA so that we can give employers confidence that apprentices completing an apprenticeship standard with the CIPD can actually perform in the occupation they have been trained in and can demonstrate the duties, knowledge, skills and behaviours (KSBs) set out in the apprenticeship standard.

There are two levels of HR apprenticeship standards:

- Level 3 HR Support
- Level 5 HR Consultant Partner

Section 2: Introduction

This document is for apprentices, employers and training providers who are contracted with the CIPD for End Point Assessment (EPA) of the Level 3 HR Support Apprenticeship. This is:

- apprentices who are registered with the CIPD to undertake EPA
- employers who intentionally selected the CIPD to conduct EPA for their apprentice/s
- training providers who signed the CIPD’s EPA contract agreement on behalf of an employer.

This guide will cover information about the CIPD as an EPA organisation and details about the EPA activities, including:

- Preparing for EPA
- The EPA Activities
- Completion of EPA
- Resources
- A summary of the process
- The Level 3 HR Support components

Section 3: The Level 3 HR Support Apprenticeship

Apprenticeship Title: HR Support

Apprenticeship Standards: the knowledge, skills and behaviours (KSBs) required to carry out the job of an HR Support:

Apprenticeship Level: this is a Level 3 apprenticeship

On-Programme Training Duration: minimum 12 months (typical 18 months)

On-Programme Training

- Line Manager uses the formal performance meetings (PM) process and regular 1:1s to discuss progress in the apprenticeship, provide feedback and development guidance.
- Training Provider can support this by ensuring that the requirements of the apprenticeship are reflected in the PM process and filling any gaps through their work with the apprentice.
- Training Provider can also support the apprentice on understanding the learning journey, providing advice and guidance on learning strategies and tools that will support the apprentice's preferred learning style and improve their learning agility.
- Regular check points between the Line Manager and Training Provider (aligned with the PM process) to ensure that the apprentice is on track and agree how any issues will be addressed.
- Apprentices should be strongly encouraged to create a learning record that contains examples of their work as they go through the apprenticeship - this can be used in reviews with the Line Manager and Training Provider as well as to support / contribute to the material submitted as part of the End Point Assessment.
- This learning record should be kept online wherever possible.

The End Point Assessment

The purpose of the End Point Assessment is to assess if the apprentice has meet all the requirements of the standards and that they are occupationally competent in the role of HR Support. There are 2 elements to the End Point Assessment:

- Consultative Project
- Professional Discussion

EPA Duration: 3 months (maximum).

Full details of the Level 3 HR Support Apprenticeship Standard can be found on the Institute for Apprenticeships website

<https://www.instituteforapprenticeships.org/apprenticeship-standards/hr-support-v1-1>

Section 4: Preparing for EPA

Gateway

The Gateway is a decision as to when the apprentice is ready to move onto End Point Assessment. It happens when the on-programme training is complete, and the apprentice is consistently demonstrating the specific KSBs required for the occupation. The decision as to when the apprentice is ready to move on to EPA will be made by the employer (supported by the training provider).

In order to review if an Apprentice is ready for End Point Assessment, the following criteria need to be completed to progress through the Gateway:

Gateway Criteria
Apprentice has been on the programme for a minimum of 1 year
Apprentice has a Level 2 in Maths and English
Signed Consultative Project & Declaration form
Apprentice has signed the Certification Claim Authorisation form

Ready for EPA

Once the employer has confirmed the apprentice is ready to move on to EPA and all the supporting gateway evidence has been submitted onto to the CIPD by uploading onto SmartEPA, the CIPD has seven working days to check the evidence and approve readiness for EPA.

The EPA timeline begins as soon as the CIPD confirms readiness. This will be in the form of a booking email sent to the Apprentice, Employer and Training Provider.

The apprentice will be deemed not ready for EPA and the timeline may be delayed if:

- the on-programme training is less than 372 days
- English and Maths credentials are not covered within the Education and Skills Funding Agency’s (ESFA) guidance on the Gateway requirements or other supporting evidence endorsed by the ESFA
- the Consultative Project Scope & Declaration form, has not been signed off by the employer,
- the consent forms have not been signed and submitted.

Section 5: EPA Activities

Through the Consultative Project and the Professional Discussion, the apprentice will be assessed against the Knowledge, Skills and Behaviours required for the Level 3 HR Support apprenticeship standard.

Both elements will be assessed by an assessor from CIPD, your independent assessment organisation.

The Consultative Project

The Consultative Project gathers evidence against the knowledge and skills components for the Level 3 HR Support apprenticeship standard. The purpose of this assessment method is to complete a significant piece of work done by the apprentice in the role, after the Gateway taking a maximum of 3 months to complete.

The project will require the apprentice to describe how they've applied their knowledge and HR skills to deliver the services required for the role as described in the standards.

It includes a written submission which the independent assessor will review and assess.

The Consultative Project should be designed to ensure the apprentices work meets the needs of their business, is relevant to their role and allows them opportunities to demonstrate clear and robust evidence for the specific knowledge and skill components they'll be assessed on.

Therefore, the project's subject and scope must be agreed between the apprentice and their employer to ensure suitable coverage of all the assessment requirements.

If the project cannot cover all the knowledge and skills components, then it is permissible for a maximum of three components to be assessed in the professional discussion instead.

For further information and hints and tips please refer to the [Guide to the Consultative Project](#) in the Level 3 HR Support EPA Toolkit.

The Professional Discussion

One week after the submission of the Consultative Project the apprentice will have their Professional Discussion with an Independent Assessor from the CIPD. The Professional Discussion gives the apprentice the opportunity to make detailed and proactive contributions through discussion to confirm their competency across the necessary skills and behaviours.

The Professional Discussion is usually carried out via video conferencing (Smart Rooms/Zoom) and lasts around 60 minutes.

For further information and hints and tips please refer to the [Guide to the Professional Discussion](#) in the Level 3 HR Support EPA Toolkit.

Section 6: Completion of EPA

The Independent Assessor will not inform the apprentice of the EPA outcome. The EPA overall grade and feedback is published on SmartEPA within two to three weeks from the assessment date.

Overall Grades

There are 3 possible overall grades: Fail, Pass and Distinction. The following table highlights how the grades are determined:

Consultative Project		Professional Discussion	Result
85 to 100 marks and exceeded requirements on the distinction criteria	AND	85 to 100 marks and exceeded requirements on the distinction criteria	Distinction
60 to 84 marks and all components met		60 to 84 marks and all components met	Pass
59 marks or less or not all components have been met		59 marks or less or not all components have been met	Fail

End Point Assessment: Grading

The apprentice will be awarded a Fail, Pass or Distinction for each assessment method and for the overall End Point Assessment. The overall grade is arrived at using a 50:50 weighting of the two scores.

To achieve a pass, **ALL** of the components in both assessment methods must be evidenced and meet

To achieve a distinction, the apprentice will also need to have exceeded expectations in the distinction components (emphasized in grey in the table at the end of this document) in both assessment methods.

Distinction recognises a small number of apprentices who are seen as outstanding employees, regularly going beyond what is required and seen as having the greatest potential for the future.

EPA Re-sits

If an apprentice fails one EPA method, they can re-sit just the failed assessment. A re-sit does not require further learning. The maximum grade for an apprentice who resits either the Consultative Project or Professional Discussion is a Pass. An apprentice is not allowed to re-sit as an opportunity to move up to a higher grade.

Resits are chargeable to the employer as per the terms and costs found in your policies folder and can only be taken with the employer’s written agreement to cover the cost.

The booking request for the resit must come from the Training Provider, for further information on the resit/retake process please refer to **The CIPD Resit/Re-take policy** in the Level 3 HR Support EPA Toolkit.

EPA Re-take

If an apprentice fails both assessments, they'll be required to retake the EPA in full (with no limits to grades). A retake requires completion of the full EPA (both assessments again) following a period of further learning with a supportive action plan.

Re-takes are also taken at the employer's discretion and will be chargeable to the employer at the full EPA cost (please refer to the terms and costs). They can only be taken after the employer has agreed a retake development plan and timeline with the apprentice and the CIPD is in receipt of written agreement from the employer to cover the cost.

The booking request must come from the Training Provider, for further information on the resit/retake process please refer to the CIPD **Resit/Re-take policy** in the Level 3 HR Support EPA Toolkit.

Certification

The Education and Skills Funding Agency (ESFA) operate the process for issuing apprenticeship certificates on behalf of the Secretary of State. The CIPD will request the apprenticeship certificate from the ESFA once an apprentice has successfully achieved all components of their EPA. As part of this, the CIPD must ensure the apprentice has given their permission for us to apply for certification on their behalf at gateway.

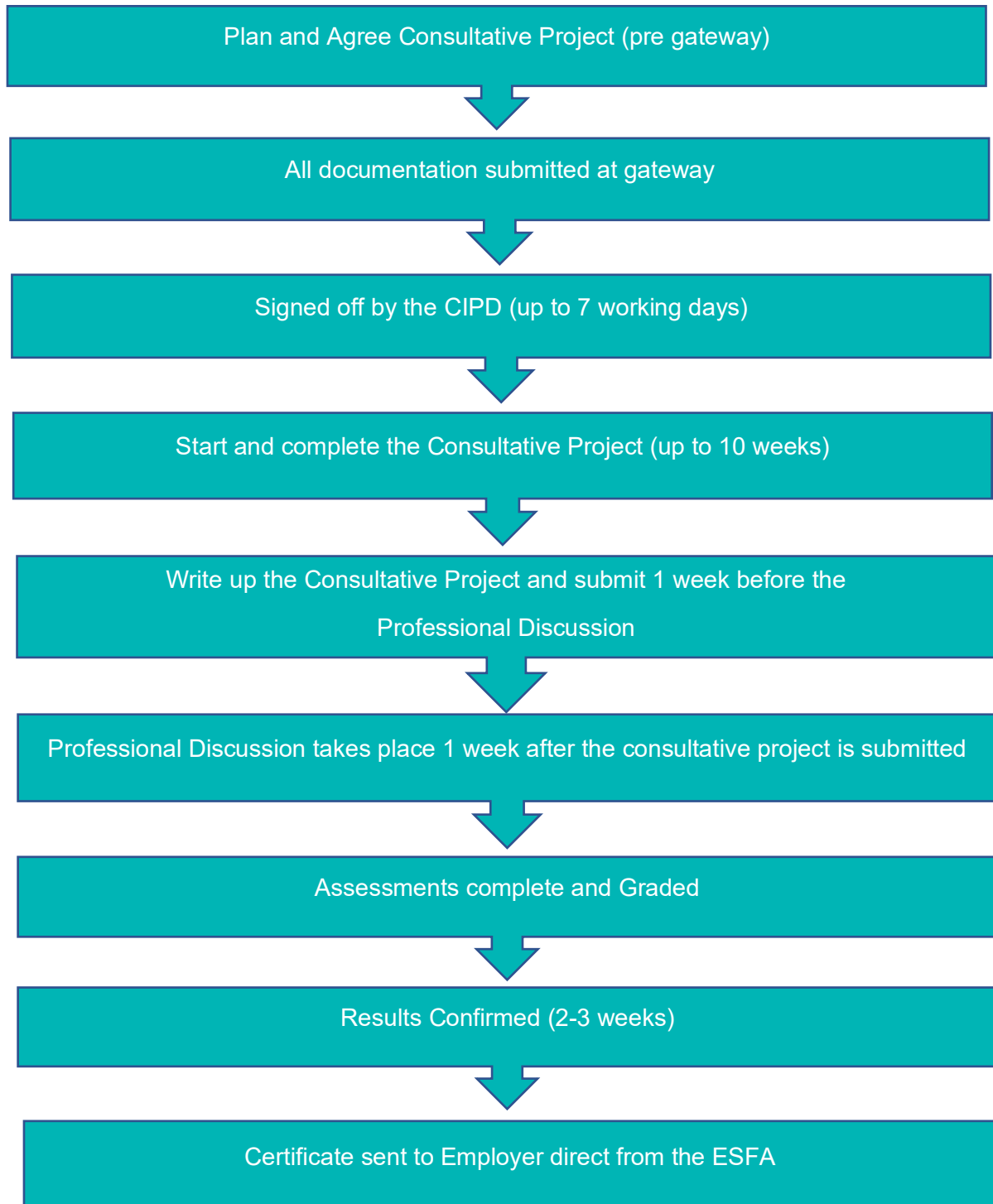
Applying for CIPD Professional Membership

Apprentices who successfully complete their EPA with the CIPD will be eligible to apply for Associate member of the CIPD.

Associate Membership is a visible demonstration of your experience and expertise in the people profession. Employers and colleagues respect and value the designation "Assoc CIPD" after your name, and You'll carry a mark of professionalism that's recognised worldwide.

Apprentices can complete a membership application form, found in our EPA toolkit. Once complete it must be returned to memadmin@cipd.co.uk to view the cost of membership please go to <https://www.cipd.co.uk/membership/fees> . The Associate Membership application will be processed by the CIPD and the apprentice will be awarded with their professional membership status and exclusive member benefits (see: <https://memberbenefits.cipd.co.uk/associate-member/>).

Summary of the Process



The Level 3 HR Support Apprenticeship Standard Components

	Component Title	Code	Description	Assessment Method
K1	Business Understanding	K1.1	Understands the external market and sector within which their organisation operates, the products and services it delivers	Consultative Project
		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.	Consultative Project
K2	HR Legislation and Policy	K2.1	Basic understanding of HR in their sector and any unique features.	Consultative Project
		K2.2	Good understanding of HR legislation and the HR Policy framework of the organisation.	Consultative Project
		K2.3	Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice.	Consultative Project
K3	HR Function	K3.1	Understands the role and focus of HR within the organisation	Consultative Project
		K3.2	Understands the HR business plan / priorities and how these apply to their role.	Consultative Project
K4	HR Systems and Processes	K4.1	Understands the systems, tools and processes used in the role, including the organisation's core HR systems	Consultative Project
		K4.2	Understands the standards that have to be met in the role	Consultative Project
S1	Service Delivery	S1.1	Delivers excellent customer service on a range of HR queries and requirements, providing solutions, advice and support primarily to managers	Consultative Project
		S1.2	Builds manager's expertise in HR matters, improving their ability to handle repeated situations themselves where appropriate.	Consultative Project
		S1.3	Uses agreed systems and processes to deliver service to customers	Consultative Project
		S1.4	Takes the initiative to meet agreed individual and team KPIs in line with company policy, values, standards	Consultative Project
		S1.5	Plans and organises their work, often without direct supervision, to meet commitments and KPIs.	Consultative Project
S2	Problem Solving	S2.1	Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions	Consultative Project
		S2.2	Takes ownership through to resolution, escalating complex situations as appropriate.	Consultative Project

S3	Communication and Interpersonal	S3.1	Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media eg phone, face to face, email, internet. Adapts their style to their audience.	Professional Discussion
		S3.2	Builds trust and sound relationships with customers.	Professional Discussion
		S3.3	Handles conflict and sensitive HR situations professionally and confidentially.	Professional Discussion
S4	Teamwork	S4.1	Consistently supports colleagues /collaborates within the team and HR to achieve results.	Professional Discussion
		S4.2	Builds/maintains strong working relationships with others in the team and across HR where necessary.	Professional Discussion
S5	Process improvement	S5.1	Identifies opportunities to improve HR performance and service, acting on them within the authority of their role	Consultative Project
		S5.2	Supports implementation of HR changes/projects with the business.	Consultative Project
S6	Managing HR Information	S6.1	Maintains required HR records as part of services delivered.	Consultative Project
		S6.2	Prepares reports and management information from HR data, with interpretation as required	Consultative Project
S7	Personal Development	S7.1	Keeps up to date with business changes and HR legal/policy/process changes relevant to their role.	Professional Discussion
		S7.2	Seeks feedback and acts on it to improve their performance and overall capability.	Professional Discussion
B1	Honesty and Integrity	B1.1	Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing.	Professional Discussion
		B1.2	Maintains appropriate confidentiality at all times.	Professional Discussion
		B1.3	Has the courage to challenge when appropriate.	Professional Discussion
B2	Flexibility	B2.1	Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change.	Professional Discussion
B3	Resilience	B3.1	Displays energy and enthusiasm in the way they go about their role.	Professional Discussion
		B3.2	Deals positively with setbacks when they occur. Stays positive under pressure.	Professional Discussion