

Human Resources Level 3 Award



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Average
120
study
hours



Certification Level 3 AWARD

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accredited by NCFE

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Human Resources

Level 3 Award



Syllabus

HR1

Recruitment and selection

The recruitment process
Defining the vacancy
The power of advertising
The use of agencies
Targeted selection
Selection and making an offer
The importance of diversity
The induction of new staff

HR2

Human resources Legislation

Employers rights and obligations
Employees rights and obligations
Legislation

HR3

Employees Relations

Managing employee relations
Staff motivation
Communication
Dealing with conflict
Grievance procedure
Disciplinary procedure

HR4

Performance Management

Monitoring and recording performance
Performance agreement
Performance plan
Monitor and review
Performance review

HR5

Records and Systems

Importance of keeping records
How and when to store information
Data protection act 1998
Email and use of the internet within personnel

HR6

Payroll

Understanding the payroll function
Paying an employee
Deductions
Pay statements

HR7

Training and Development

Identifying training needs
Choosing external training
Planning the training
Preparing the training
Delivering the training
Evaluating the training

HR8

Team Building

The aims of team building
Organisation and planning
How to get the most out of a team

HR9

Coaching and Mentoring Staff

Understanding coaching
When to coach
Providing feedback
Setting objectives
When to intervene
Review and learn from the experience
Common problems

Find it
cheaper &
we'll beat it
by **£10**

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150
study
hours

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