

Presented by
Management Forum

The Role and Skills of a Valuable HR Assistant

19 July 2024
+ 6 November 2024

Practical applied learning for HR professionals – a one-day intensive briefing on best practice and employment law requirements for the effective HR assistant .



Format:
Live online



CPD:
6 hours for your records



Certificate of
completion

Course overview

An effective HR assistant plays a key role in the efficient running of a HR department. The daily pressures are demanding, procedures are constantly evolving due to changes in legislation, and you have to handle sensitive employee issues on a regular basis. It is vital to ensure you are aware of key employment laws and best practice skills to handle employee issues effectively as they arise, and ensure you avoid costly errors.

In one intensive day, this highly practical HR assistant programme will make sure you are up to date with regulations and procedures to avoid infringements and the risk of costly disputes.

Benefits of attending:

- **Master** the steps in successful recruitment and making job offers
- **Understand** what must be included in a contract of employment by law and how employers can add to this to protect their particular interests or needs
- **Learn** how to vary contract terms
- **Appreciate** employee entitlement and employers' responsibilities in different types of leave including pregnancy, maternity, paternity and parental leave
- **Understand** how GDPR and the Data Protection Act 2018 affect HR practices
- **Examine** the details of discrimination law to ensure that you are providing equality of opportunity and avoid costly mistakes
- **Get to grips** with discipline and grievance procedures to feel more confident when involved in employee disputes
- **Ensure** you know what 'fair' dismissals are and how employers are expected to be 'reasonable' in the manner of dismissal
- **Review** Rights to Work issues in the UK post Brexit

This highly practical workshop contains case studies and actual situations faced by HR assistants. During each session the trainer will define, examine and discuss the specific role and responsibilities of a HR assistant connected with that topic.

A recommendation for the expert trainer

'I had the pleasure of working with Jocelyn over several months, supporting the professional development aspect of our HR development programme. Having participated in a number of modules delivered by Jocelyn, it is clear that her facilitation and coaching skills are excellent. Jocelyn has a breadth and depth of experience that clearly shines through in her design and delivery of programme content. The fact that Jocelyn can draw on her past experiences really brings the learning to life, this enhances the experience for her participants. In particular, Jocelyn has a strong commercial and strategic focus that encourages participants to see the difference that HR can make within an organisation. I have personally learnt a lot from Jocelyn, and would have no hesitation in recommending her.'

Lisa Quirke, Senior Learning and Development Consultant, KCOM Group

Who should attend?

- New and existing HR staff looking for more training
- Experienced HR staff looking for an update on employment law procedures
- Staff assigned to HR duties and responsibilities
- HR administrators wanting to progress to the next level

Programme

Introduction: the importance of HR

- The contribution of HR to the business
- HR roles and responsibilities
- The essential role of the HR administrator
- Arriving at employment policies and procedures
- Responsibility for making HR policies effective
- Internal relationships

The importance of employment law

- The range of current legislation affecting HR practices
- Statutory vs occupational rights
- Frequency of changes

The recruitment and selection process

- The business case
- Identifying the job
- Defining the person
- Rights to Work issues in the UK post Brexit
- Attracting candidates
- Assessing candidates
- Making the selection decision
- Follow-up
- Employment practices and GDPR

Terms and conditions of employment

- Types of contract
- Agency staff
- The right of an employee to written terms and conditions
- Statutory rights
- Issuing the contract
- Varying the terms of contract
- Remedies for breach of contract
- Clarifying the terms where there is no written statement
- Best practice

'Family-friendly' rights

- Statutory sick pay
- Maternity leave and pay, and rights during pregnancy
- Paternity leave and pay
- Leave and pay for adoptive parents
- Parental leave and time off for family crises

Flexible working rights

- What employers must do
- Dealing with requests
- Issuing a refusal
- Dealing with an appeal

Discrimination law

- Discrimination legislation
- Definitions of discrimination
- The Equality Act
- Remedies for unlawful discrimination
- Institutions

Discipline and dismissal

- Employee rights
- The ACAS Code of Practice
- The organisation's own disciplinary procedure
- The right to be accompanied
- The right of appeal
- Effective records
- Carrying out disciplinary interviews
- 'Fair' reasons for dismissal
- Constructive dismissal
- Wrongful dismissal
- Making a claim for unfair dismissal
- The role of the Employment Tribunal
- Compensation for unfair dismissal
- Alternatives to a tribunal

Presenter



Jocelyn Hughes

Jocelyn Hughes is a recognised expert in HR management and personal development, having worked in training and personal development since the early 1980s. A strong advocate of training for a reason, she has a practical approach to training which aims to provide participants and organisations with readily useful content, transferable to the workplace. Having enjoyed a successful career in training management, she began working as a freelance consultant in 1998, working with major blue chip organisations across the UK and internationally. Jocelyn is widely respected for her experience and expertise. She is a qualified NLP practitioner and is a published author of 'Contact Centre Management' with Echelon Publishing.

Course dates

19 July 2024

Live online

09:30-17:15 **UK (London)** (UTC+01)

Course code 13723

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

Until 14 Jun

6 November 2024

Live online

09:30-17:15 **UK (London)** (UTC+00)

Course code 13915

GBP ~~399 499~~

EUR ~~579 719~~

USD ~~663 819~~

Until 02 Oct

How to book



Online:

ipi.academy/90

Alternatively contact us to book, or if you have any queries:



Email:

info@ipi.academy



Phone:

[+44 \(0\)20 7749 4749](tel:+442077494749)

Discounts

- Booking more than one delegate on any one date qualifies for a **15% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee

The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note

IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions

The rest of our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Reviews



The content, presentation and speaker all exceeded my expectations of this webinar. Adobe connect was also a really great platform to use allowing efficient interaction and encourages collaboration.



Ellie Archer
HR Administrator
Rawlinson & Hunter LLP
Apr 19 2024



I thought it was excellent throughout.



Annie Annibal-Ross
HR and Finance Administrator
ADHD 360 Ltd.
Jun 28 2023



Really good interactive webinar, definitely good for admin roles who would like more technical knowledge to progress and assist their colleagues



Leonie Bullough
HR Administrator
Tretowans LLP
Jun 28 2023



Very informative. Easy to follow. Jo was a brilliant presenter, making things very clear to understand. Being new to HR I wanted a bit more of an understanding of policies and their importance. All was covered that i hoped and more



Victoria Batey
HR Administrator
Daikin Applied (UK) Ltd
Oct 3 2022

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

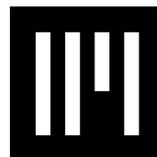
For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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