

HUMAN RESOURCES ASSOCIATE (Competency-Based)

APPENDIX A

O*NET CODE 43-4161.00

Competency/performance-based apprenticeship occupations are premised on attainment of demonstrated, observable and measurable competencies in lieu of meeting time-based work experience and on-the-job learning requirements. In competency/performance-based occupations apprentices may accelerate the rate of competency achievement or take additional time beyond the approximate time of completion.

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job training.

WORK PROCESSES

A. Workplace Orientation

1. Describe workplace organizational structure.
2. Describe workplace policies and procedures.
3. Demonstrate an understanding of general ideas regarding workplace ethics, interpersonal communication, and workforce management.
4. Practice active listening and complex problem solving when handling customer inquiries.
5. Maintain and practice a high level of social emotional intelligence and confidentiality.

B. Talent Acquisition Strategies

1. Learn and employ methods to identify workforce needs.
2. Partner with internal managers and executives to pioneer and design talent acquisition strategies.
3. Define talent acquisition goals and deadlines to be met by internal managers and teams.
4. Identify a set of human resource metrics to define the success of talent acquisition strategies.
5. Collaborate with internal teams to identify best practices when reaching out to various platforms to identify and source talent, i.e. LinkedIn, indeed, specific job posting sites.

6. Manage the selection process, including reaching out to potential candidates for phone screenings, behavioral or technical interviews, relevant competency assessments, and/or performing a background check.
7. Plan with internal teams to identify potential partnerships with local state colleges or universities to recruit college graduates for internships, CO-OPS, full-time or part-time roles.
8. Designate a specific timeline for end to end recruiting for each platform and method of acquiring talent.

C. Employee Onboarding and Documentation

1. Schedule times to check-in with new employees to perform required onboarding paperwork and documentation.
2. Designate a time to answer questions about the benefits and compensation package offered by the hiring company.
3. Act as a liaison between the hiring manager and new hire(s) during the onboarding period to answer questions about company culture and values.
4. Schedule any background checks, drug screenings, and training the new hire will have to perform before starting their role.

D. Employee Development and Training Frameworks

1. Develop upskilling and succession plans through collaboration with colleagues.
2. Define the set of competencies and skills required to be met by each employee and role in order to be promoted.
3. Lead internal training on new human resource laws, policies, and benefits offered by the federal, state, and/or local government, and company.
4. Update internal training frameworks and materials maintain relevance to the current workplace and labor market.
5. Create working groups to support talent development at each level of the company in order to ensure employees feel invested in and motivated.

E. Talent Engagement and Retention

1. Execute and coordinate talent retention programs.
2. Generate ideas for retention programs or improvements to existing programs

3. Review key human resource metrics to obtain insights on employee engagement and retention rating.
4. Prepare documents and materials for bi-annual or annual employee performance evaluations throughout the company.

F. Human Resources Information Systems

1. Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
2. Identify risks to confidentiality within the system and make suggestions for how to further protect confidentiality.
3. Create specific reports for leadership and interpret data for specific insights.

Approximate Total Hours 1000-2000

Apprentices in Competency-Based Programs shall participate in no fewer than 1,000 documented hours of on-the-job training, and until they have demonstrated competency for each Work Process, with the understanding competency will be demonstrated reasonably proximate to the maximum on-the-job training hours. Competency Assessment referenced in Appendix B.

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>

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APPENDIX B

RELATED INSTRUCTION

Workplace

1. Local, State, and Federal Guidelines Affecting Accounting (if applicable)
2. Sexual Harassment Prevention – must comply with section 201-g of the Labor Law
3. Public Speaking
4. Business Management Strategies
5. Computer Literacy
6. Data Analysis
7. English Composition
8. Basic Arithmetic
9. Spreadsheets
10. Databases

Human Resource Management and Business

1. Introduction to Psychology
2. Introduction to Management
3. Leadership
4. Organizational Psychology
5. Social Psychology
6. Public Speaking
7. Human Resource Information Systems
8. Introduction to Statistics

Business Skills

1. Business Ethics
2. Oral and Written Communication Skills
3. Independent and Collaborative Working
4. Project Management
5. Customer Service Skills
6. Complex Problem Solving

7. Evaluating Risks
8. Active Listening

Other Topics As Necessary

Certifications (if applicable)

1. Associate Professional in Human Resources (aPHR)
2. Professional in Human Resources (PHR)

Competency Assessment

1. Test Preparation
2. Written/Practical Proficiency Examination(s)

At least 144 hours of Related Instruction must be available for the apprentice at the time of his/her indenture. However, the apprentice may test out earlier if able to demonstrate competence for each topic on the Related Instruction outline.

Appendix B topics are approved by New York State Education Department.