

# ACADEMY HR SERVICES GUIDE

.....>  
Our people  
partner promise



# WELCOME TO ACADEMY HR



**Investing in people.**



**Empowering leaders.**



**Nurturing potential.**

## **Hello and welcome to the Academy!**

My name is Louise and I founded Academy HR with a clear vision - to support the people behind the professionals.

Expertly equipped through experience in a senior human resources role, providing strategic business partnership and over 15 years working in people facing industries, I've seen first-hand how the right guidance can empower individuals to unlock their potential and create positive, productive workplaces. My passion has always been helping people navigate challenges with confidence while building strong, sustainable foundations for the future.

I believe that people are at the heart of every successful organisation. Whether you need tailored HR advice, leadership development initiatives, support managing ad-hoc projects, or long-term partnership to achieve your people strategy, I'm here to provide solutions that are both professional and personable.

Thank you for considering me as your trusted people partner. I'm proud to lead a consultancy that is committed to making a real difference for the people and businesses I work with.

- Louise Mortimer

# PEOPLE PARTNERING SERVICES



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## HR Consultancy

Seeking a trusted people partner to support with recruitment, onboarding, offboarding and everything in-between? I can provide ad-hoc or retainer packages to support you and your people.



Page 5

## Leadership Development

Academy HR leadership training equips leaders with the skills, confidence, and tools they need to inspire teams, drive performance, and navigate change with impact.



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## 1:1 Bespoke Coaching

Resilience is key to thrive in today's demanding and ever-changing workplace. My 1:1 resilience coaching provides personalised support to help individuals build confidence, manage pressure, and adapt positively to challenges.



Page 9

## HR Health Check

The HR Health Check is designed to give your business a clear, comprehensive view of how well your people practices are working. I will review your current policies, processes, and compliance to highlight strengths, uncover risks, and identify opportunities for improvement.



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## Bespoke Guides and Templates

Academy HR bespoke templates are crafted to make people practices simpler, more consistent, and fully aligned to your business. From policies and procedures to performance documents and employee communications, each template is tailored to reflect your culture, brand, and values.

# HR CONSULTANCY

From recruiting the right people to keeping your team engaged, handling tricky employee situations, and staying on top of ever-changing employment legislation – it can all feel overwhelming. That's where HR consultancy comes in!

I work alongside you as your trusted people partner, giving you the confidence that your people matters are in safe hands. Whether you need support for a one-off issue or ongoing HR expertise, I'm here to lighten the load so you can focus on what you do best – running and growing your business.



## How can HR consultancy add value to your business?



### ***Taking the stress out of compliance***

Employment law is complex and changes fast. I make sure your policies and people practices are up to date to protect your business.



### ***Finding and keeping the right people***

Struggling to recruit? I can help you attract, select, and retain the talent that fits your business.



### ***Creating a happy, motivated team***

Engaged employees are more productive and loyal. I will work with you to build a positive culture where people feel valued.



### ***Supporting leaders and managers***

Not every manager is a natural when it comes to handling people issues. I can help coach and support leaders to build confidence and effective practice.



### ***Guiding you through change***

Whether you're restructuring, scaling up, or facing tough decisions, I will provide the advice and practical support you need to move forward with clarity and care.

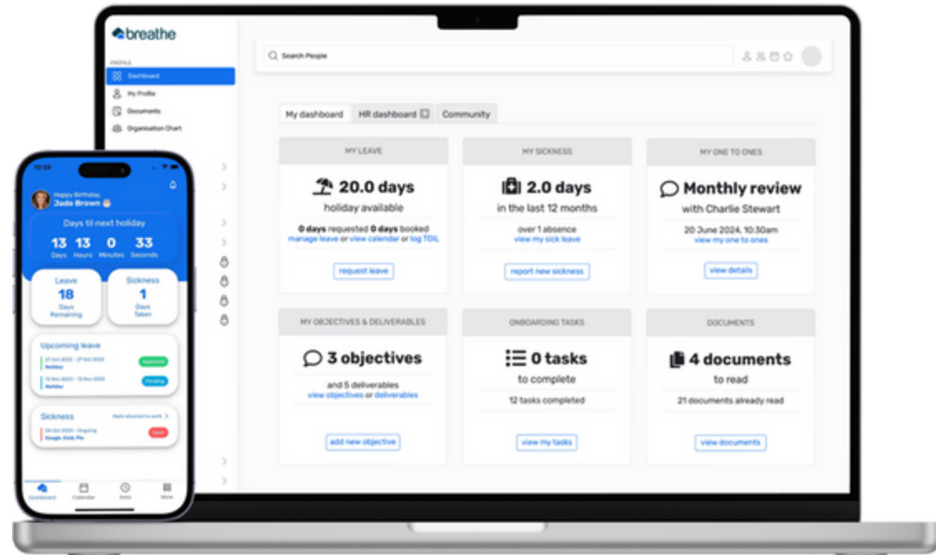


## Breathe - HR Information System

As an Accredited Breathe Partner I can offer retainer clients access to an affordable, intuitive HR information system and, as your HR consultant, I can manage the maintenance of the system and your employee data for you!

What are the benefits of using Breathe?

- Easy holiday request management
- Monitor employee absence
- Centralised virtual personnel records
- Manage employee performance
- Access to HR data reports
- Mobile access for easy use by employees
- Integrates with other systems – such as Xero Payroll



## Why you'll love working with Academy HR

The Academy was founded with a core purpose of supporting the people behind the professionals. I'm all about connecting with people on a humanistic level and creating a bespoke experience for clients. I will work with you as a unique client to find solutions that make sense for your business and your people.

I bring a fresh, outside perspective while working as if I'm part of your team. You get experienced HR expertise without the cost of a full-time hire!

Whether you're looking for a HR professional who is accessible for day-to-day enquiries, or ad-hoc support, I can create a bespoke service that meets your needs. My pricing structure for retainer services are available on page 13, or you can contact me for a personalised quote.

## Let's talk

If people challenges are taking up more of your time than you'd like, its time for us to talk! Contact me for a strategy call to explore where I can make a difference to you and your business.

☎ 07840 429651

✉ Louise@academyhr.org.uk

🌐 [www.academyhr.org.uk](http://www.academyhr.org.uk)

# LEADERSHIP DEVELOPMENT

Effective leadership is imperative to business success because it sets the tone for culture, performance, and long-term growth. Strong leaders provide clarity of vision, direction, and purpose, helping their teams stay aligned and motivated even in challenging times. When leaders are effective, they build trust, encourage collaboration, and foster accountability, which ultimately drives productivity and innovation. Without effective leadership, businesses often struggle with disengagement, inefficiency, and high turnover, as people lack guidance and the sense of connection that inspires them to perform at their best.

Investing in upskilling your leaders is equally as vital, as leadership is not static - it evolves with changing business needs and workforce expectations. Equipping leaders with the skills to connect with their people not only strengthens relationships but also creates an environment where employees feel valued and supported. This deeper connection boosts morale, enhances communication, and enables the development of high-performing teams who are engaged, resilient, and committed to shared goals. By continuously developing leadership capabilities, businesses can nurture a culture of growth and resilience, ensuring they remain competitive and capable of delivering sustained results.

## **Upskilling your leadership team comes with many benefits, including:**

- Provides confidence to front line managers when navigating low level conflict - avoiding escalation of grievances, conduct concerns or capability matters.
- Empowers leaders to make effective decisions when driving business performance.
- Creates a dynamic culture for all employees which influences a high performing business.
- Supports improved retention and attraction of key performers.



## What does Leadership Development look like?

At Academy HR, I work with each business to determine what their specific challenges may be in their current workplace and which skills their leaders may need to adopt to best suit the needs of the wider cultural objectives.

We can create bespoke training solutions together to upskill front line managers on how to lead difficult conversations, carrying out effective investigations, navigating capability and conduct processes, best practice for recruitment and retention and other operational needs.

## The S.P.A.C.E Professional Resilience Model

Exclusive to Academy HR, is a training model which delves into the core areas for creating human centric, emotionally intelligent, empowered leaders of people. As well as the operational skills to follow process, truly effective leaders understand how to connect with their teams, become cultivators of culture for your business and inspire high performance through their people.

However you choose to create your bespoke training plan, it will always inspire your leadership team into reflective practice around what kind of leader they are, what kind of leader they aspire to be and how to optimise their professional capabilities. Example pricing structures for leadership training can be found on page 13 but please contact me directly for a personalised quote or to find out more about leadership development training for your business.



# 1:1 BESPOKE COACHING

Life is full of challenges whether it be unexpected setbacks, pressures at work or personal struggles that can leave us feeling overwhelmed. Resilience is not about avoiding these challenges, but about how effectively we bounce back, adapt and grow stronger from them. With the right support, anyone can build resilience. That's where 1:1 resilience coaching can support this journey.

## Why choose 1:1 coaching?

Unlike group sessions or generic self-help advice, 1:1 coaching is completely tailored to you. It gives you a safe, confidential space to explore your experiences, uncover limiting beliefs, and learn strategies that fit your personality, values and lifestyle. Every session is designed to help you build sustainable habits and a mindset that empowers you to thrive, even in difficult times.

## How will these coaching sessions support you?



Stronger coping strategies – Learn proven techniques to manage stress, anxiety and pressure in healthier, more productive ways.



Greater self-awareness – Understand your triggers, strengths, and blind spots so you can respond instead of react.



Improved confidence – Feel more equipped to handle challenges, make decisions and pursue opportunities.



Emotional balance – Develop tools to regulate your emotions, enhance emotional intelligence and maintain focus under pressure.



Sustainable resilience – Build long-term resilience, not just quick fixes, so you can flourish in both your personal and professional life.



## Human Synergistics, Life Styles Inventory™

As an Accredited Practitioner, I am also able to offer coaching for leaders or aspiring leaders using the Human Synergistics, Life Styles Inventory™ tool.

This is a comprehensive tool used by professionals all over the globe, empowering managers and leaders to actualise their potential and contribute to the overall success of their business.

### What does the tool do?

This unique coaching tool provides individuals with insight into their strengths and areas for development through self-assessment and anonymous 360 feedback from peers, delegates and line management.

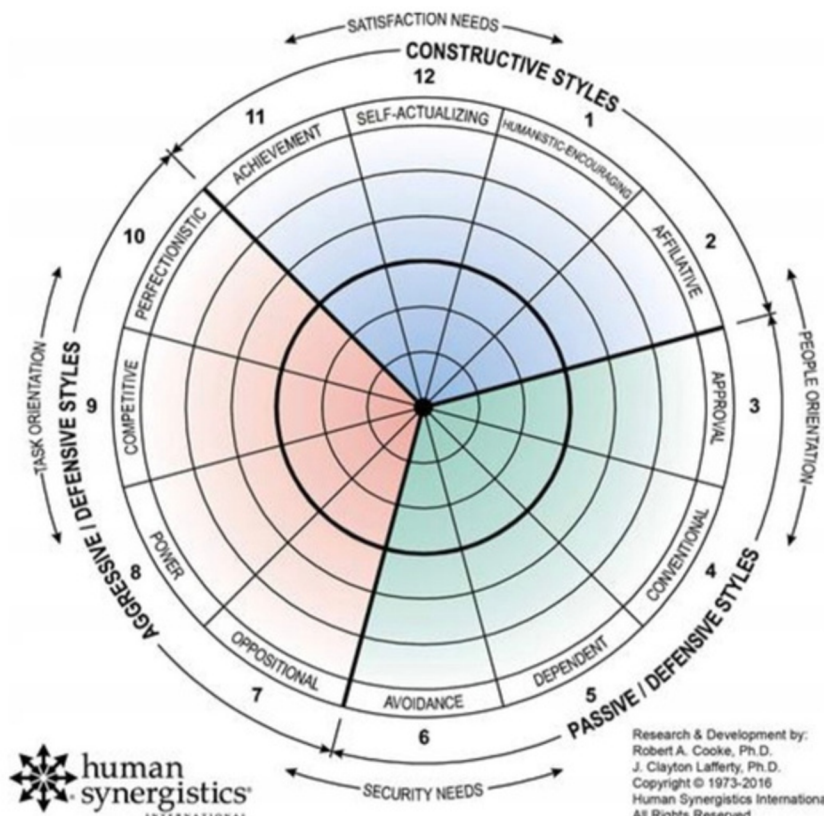
### Who would benefit from this tool?

Leaders of people or professionals who have an appetite for self development would benefit from coaching through the Life Styles Inventory™ assessment. The tool gives you a unique opportunity to delve into your thinking and behavioural patterns through an internal lens and the experience of those who work alongside you.

The results will guide you towards achieving a more constructive and effective leadership style and a deeper understanding of how your thinking patterns can impact your observed actions or behaviours in the workplace.

You can find more information on the Human Synergistics, Life Styles Inventory™ by visiting the below link or contacting me for further information:

<https://www.humansynergistics.com/en-gb/change-solutions/individuals/assessments/life-styles-inventory/>



# HR HEALTH CHECK

## Strengthen your business with a professional HR Health Check

Your people are your greatest asset, but also your biggest responsibility. Without effective HR practices in place, businesses risk costly mistakes, compliance issues and missed opportunities to engage and retain talent. That's where our HR Health Check comes in.

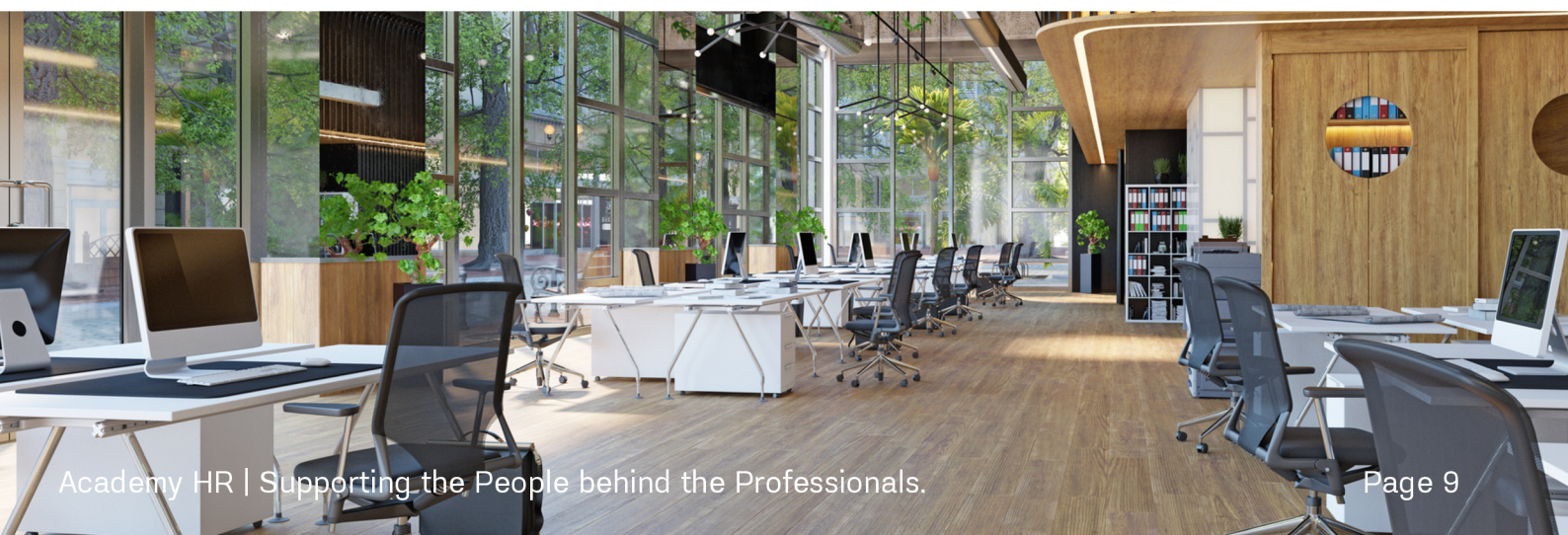
This service gives you a clear, independent view of how well your HR function and people practices are performing, highlighting both areas of strength and opportunities for improvement. Think of it as a health check for the heartbeat of your business - your people.

## Why an HR Health Check matters

Even businesses with established HR teams can face hidden risks. Such as outdated policies, inconsistent processes, or gaps in compliance. On the flip side, many organisations overlook opportunities to improve engagement, performance and culture.

## The Academy HR Health Check ensures you are:

- ✓ Compliant with statutory requirements - reducing risks of costly disputes or fines.
- ✓ Aligned with best practice - benchmarking your processes against current standards.
- ✓ Proactive, not reactive - addressing issues before they become problems.
- ✓ Optimising people practices - unlocking higher productivity, engagement and retention.



## What does our HR Health Check include?

These assessments are tailored to your business but typically reviews the following:



**Policies & Procedures** – Are they up to date, compliant and accessible?



**Recruitment & Onboarding** – How effective are your hiring and induction processes?



**Employee Engagement & Retention** – Are you creating an environment where people thrive?



**Performance Management** – Do your processes support growth, professional development and accountability?



**Compliance & Risk Management** – Are you meeting your statutory obligations as an employer?



**Culture & Wellbeing** – How well do your practices support inclusion, wellbeing, and organisational values?

The assessment is a transparent and collaborative process. It is not designed to catch you out and is free of judgement!

The assessment can be carried out in person, online or a blend of the two. Once complete, a comprehensive report is written and provided to your business for consideration. The report is confidential and provided to you as a guide as to how you can optimise your existing processes, fill any gaps in compliance and suggestions for ongoing support.

The fee for the HR Health Check service is available to view on page 14.



# BESPOKE GUIDES AND TEMPLATES

## Ever wished you had a suite of pre-prepared templates?

In today's fast-paced world of work, businesses need practical tools that make managing people practices simpler, more consistent, and more effective.

Bespoke templates created by Academy HR offer exactly that - a ready to use framework designed to save time, reduce errors and ensure professional standards are maintained across your organisation. Whether it's for policies, performance reviews, onboarding documents, or employee communications, our templates streamline processes and free up valuable time so leaders can focus on business objectives.

What makes these templates even more desirable is the ability to tailor them to your unique needs. Bespoke templates are crafted with your business in mind, ensuring they reflect your culture, values and operational requirements. Rather than relying on generic resources, you benefit from documents that are aligned with your brand and customised to support your specific people practices. From tone of voice to formatting, everything can be adapted to fit seamlessly into your existing systems and workflows.

Templates and guides can be created upon request, but examples include:

- Onboarding checklists.
- Recruitment documents - including interview packs, job descriptions, offer letters.
- ER templates - meeting invite letters, outcome letters, investigation report etc.
- Family friendly documents - flexible working, maternity etc.
- Policies and procedures.
- Manager's 'how-to' guides.

Contact me today for a project quote to create your bespoke suite of templates.





# DIGITAL RESOURCE HUB

## Academy HR - Digital Resource Hub

Looking for something you can pick up straight from the shelf?

At [www.academyhr.org.uk](http://www.academyhr.org.uk) we have an online resource hub where you can download a range of pre-made templates and documents which are ready to use.

Documents available online include:

- Free self help guides
- Generic Manager Guides
- HR policies
- Checklists for onboarding and offboarding
- Staff wellbeing templates
- And more!



## Considering a career in HR?

As a passionate HR professional, I am always excited to meet individuals who aspire to work within the profession or who are seeking to progress in their career journey in a people centric role.

If you're curious about starting a career or progressing within your existing role, please feel free to reach out to me for advice and guidance on your next steps.

I can provide support with interview preparation, CV crafting and career mentorship to help you succeed in your professional aspirations.

# PRICE LIST & NEXT STEPS

## HR Consultancy - Retainer Packages



**Silver**

**£295** *per month*

**Minimum 3 month contract**

Telephone/Email support

Monthly newsletter featuring employment law updates.

Basic letter/lifecycle templates and up to 5 policies or procedures.



**Gold**

**£450** *per month*

**Minimum 6 month contract**

Everything in Silver plus:

Monthly in-person/online Business Partner meeting.

Additional letter/lifecycle templates and up to 10 policies or procedures.



**Platinum**

**£875** *per month*

**Minimum 12 month contract**

Everything in Gold plus:

Attendance to in-person meetings.

Bespoke internal manager guides and annual training for management.

Annual HR health check - including review and update to policies.

Terms and conditions apply. All retainer packages require an initial HR Health Check which will be charged as a one-time fee. Prices are correct as of September 2025 - these may be subject to change. Please contact [Louise@academyhr.co.uk](mailto:Louise@academyhr.co.uk) for a personalised quote on ad-hoc project work or day-rate activity.

## Leadership Development Training

I will create a bespoke training plan with you which suits your business's objectives and strategy. A personalised quote can be provided following an initial scoping meeting. Below are some examples of training costs based on workshop duration.

Duration	Participants	Example cost
1 day workshop	Up to 15	£850 (plus travel expenses)
2 day workshop	Up to 15	£1250 (plus travel expenses)

## 1:1 Resilience Coaching

Individual coaching sessions are charged at a rate of £150 per hour or bulk packages are available, including three sessions for £399.

Prices for Human Synergistics, Life Styles Inventory™ coaching may differ and a quote can be provided upon request.

## HR Health Check

The Academy HR Health Check is a one off fee ranging between £295 to £500 depending on the size of your organisation. Contact me today for your no-obligatory quote.

## Thank you for taking the time to consider partnering with Academy HR!

I understand that choosing the right HR consultancy is about more than just finding external support – it's about finding a trusted people partner who will invest in your success, share your values and help you unlock the full potential of your people. My goal is to provide not only expertise, but also the reassurance that you have a reliable partner by your side to navigate every stage of your people journey.

If what you've read resonates with you, I'd love to explore how I can support your organisation more closely. The next step is simple – reach out to me for a no obligation conversation about your current priorities, challenges and ambitions. Together, we can identify where the Academy HR services and bespoke solutions can add real value to your business.

Let's start the conversation today and take the first step towards creating a stronger, empowered, people centric workplace.

### Contact me



07840 429651



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[www.academyhr.org.uk](http://www.academyhr.org.uk)

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