

2018

**HR Certification Institute® (HRCI®)
Certification Policies and
Procedures Handbook**

**aPHR™, PHR®, PHRca®, SPHR®,
GPHR®, PHRi™ and SPHRi™**

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A Message from Our CEO



Congratulations on taking your first steps toward earning a world-class HRCI certification. Dedicated HR practitioners such as you are the best and brightest in our profession. You are serious about your HR career and you understand the difference that HRCI credentials make. They distinguish you as elite, knowledgeable, experienced and passionate about improving organizations through leading-edge HR programs and principles. We appreciate your professional commitment and your dedication to demonstrating HR's highest global standards.

Like you, HRCI is also a global leader, developing rigorous exams to demonstrate your mastery and real-world application of forward-thinking HR practices, policies and principles. We develop and deliver the highest quality certification programs that validate mastery in the field of Human Resources and contribute to the continued improvement of individual and organizational performance. We work closely with HR professionals around the world to ensure that our programs are up-to-date and relevant for today's competitive business environments.

This handbook provides an overview of HRCI's portfolio of credentials, including eligibility requirements for each credential, to help you select the certification that is best for you. The handbook also provides detailed information to help guide you through the entire certification process.

A handwritten signature in cursive script that reads "Amy S. Dufrane".

Amy S. Dufrane, Ed.D., SPHR, CAE

HR CERTIFICATION INSTITUTE® (HRCI®)

HRCI was established in 1976 as an internationally recognized certifying organization for the HR profession. Currently more than 140,000 HR professionals in 100 countries hold one or more certifications from HRCI. Our certifications represent a high level of professional achievement and are valued by employers and organizations across the globe.

Accreditation

The PHR®, PHRca®, SPHR® and GPHR® are all accredited by the National Commission for Certifying Agencies (NCCA) and have been since 2008. NCCA is an independent, third-party organization that accredits more than 300 programs from 120 organizations in a variety of industries. Certification programs must demonstrate compliance with rigorous standards that represent the best practices in the professional certification industry to earn and maintain accreditation status. For more information on NCCA accreditation, visit www.credentialingexcellence.org.

Certification Exams

We offer numerous certification exams for the HR profession, including:

- aPHR™
Associate Professional in Human Resources™
- PHR®
Professional in Human Resources®
- PHRca®
Professional in Human Resources – California®
- SPHR®
Senior Professional in Human Resources®
- GPHR®
Global Professional in Human Resources®
- PHRi™
Professional in Human Resources – International™
- SPHRi™
Senior Professional in Human Resources – International™

For detailed information about our exams, refer to www.hrci.org.

Exam Delivery

We partner with Prometric for exam delivery, because its full range of test delivery solutions include convenient locations, flexible delivery models and customized programs. Prometric continues to be one of the largest and most secure test delivery systems in the world and offers tests every day of the week in approximately 8,000 individual testing centers in more than 160 countries.

Impartiality Statement

HRCI and its management adhere to principles of impartiality to ensure that its certification and other activities are undertaken fairly and objectively. We have intentionally structured ourselves to segregate responsibilities in our organization to facilitate this commitment and to continually monitor our processes to that end. Any complaint or indication of concern over our impartiality is taken seriously and acted on for immediate resolution.

Nondiscrimination Statement

We do not discriminate based on race, color, national origin, sex, age, religion, marital status, sexual orientation or any other status that is protected by applicable law.

QUICK REFERENCE

HR Certification Institute

1725 Duke Street, Suite 700, Alexandria, VA 22314 USA

+1.571.551.6700

+1-866.898.4724 (U.S. Toll Free)

Website: www.hrci.org

For application or test site questions, and general information contact us at info@hrci.org

Service Hours: Monday through Friday, between 8:30 a.m. and 6:00 p.m. (U.S. Eastern Time)

Prometric

1501 South Clinton Street, Baltimore, MD 21224 USA Website: www.prometric.com

To schedule, reschedule or cancel an appointment go to

<https://www.prometric.com/en-us/clients/HRCI/Pages/landing.aspx> or call a Regional Contact Center.

For holiday site closures go to www.prometric.com and search for "holiday schedule."

For test site closure information go to <http://www.prometric.com/sitestatus/default>

For general information go to <https://www.prometric.com/hrci>

For test site issues go to www.prometric.com/en-us/contact-us/pages/default.aspx

Certification Policies and Procedures Handbook

All policies and procedures in this handbook are effective as of January 1, 2017. This handbook outlines the eligibility requirements, exam content, application process and testing method. To take one of our certification exams, you must follow all applicable procedures and meet the eligibility requirements indicated in this handbook.

SUMMARY OF THE CERTIFICATION PROCESS

Follow these application steps to earn a credential from HRCI. Each step is outlined in detail in this handbook:

1. Select the appropriate exam based on exam eligibility requirements
2. Complete the online application with payment (p. 13)
3. Send required documentation to HRCI (pp. 14-17)
4. Schedule exam date, time and test location (pp. 24-25)
5. Prepare for the exam (pp. 27-28)
6. Take the exam (pp. 32-33)
7. Receive official results report (p. 35)
8. Maintain active HRCI certification through recertification (p. 36)

HRCI now offers testing continuously year round. Once a candidate meets the eligibility requirement(s), the candidate can submit an exam application anytime and test as soon as 14 calendar days from the application approval date.

EXAM ELIGIBILITY REQUIREMENTS

aPHR™ Eligibility

Candidates must meet one of the following eligibility requirements to sit for the aPHR™ exam:

- A high school diploma or global equivalent.

PHR® Eligibility

Candidates must meet one of the following eligibility requirements to take the PHR® exam:

- A minimum of one (1) year of experience in a professional-level HR position with a Master's degree or higher, OR
- A minimum of two (2) years of experience in a professional-level HR position with a Bachelor's degree, OR
- A minimum of four (4) years of experience in a professional-level HR position with less than a Bachelor's degree, and a high school diploma or global equivalent.

PHRca® Eligibility

Candidates must meet one of the following eligibility requirements to take the PHR® exam:

- A minimum of one (1) year of experience in a professional-level HR position with a Master's degree or higher, OR
- A minimum of two (2) years of experience in a professional-level HR position with a Bachelor's degree, OR
- A minimum of four (4) years of experience in a professional-level HR position with less than a Bachelor's degree, and a high school diploma or global equivalent.

SPHR® Eligibility

Candidates must meet one of the following eligibility requirements to sit for the SPHR® exam:

- A minimum of four (4) years of experience in a professional-level HR position with a Master's degree or higher, OR
- A minimum of five (5) years of experience in a professional-level HR position with a Bachelor's degree, OR
- A minimum of seven (7) years of experience in a professional-level HR position with less than a Bachelor's degree, and a high school diploma or global equivalent.

GPHR® Eligibility

Candidates must meet one of the following eligibility requirements to sit for the GPHR® exam:

- A minimum of two (2) years of global experience in a professional-level HR position with a Master's degree or higher, OR
- A minimum of three (3) years of experience (with 2 of the 3 being global HR experience) in a professional-level HR position with a Bachelor's degree, OR
- A minimum of four (4) years of experience (with 2 of the 4 being global HR experience) in a professional-level HR position with less than a Bachelor's degree, and a high school diploma or global equivalent.

Note: Global HR experience is defined as having direct cross-border HR responsibilities for two or more countries or regions.

PHRi™ Eligibility

Candidates must meet one of the following exam eligibility requirements to sit for the PHRi™ exam:

- A minimum of one (1) year of professional-level experience in an HR position with a Master's degree or global equivalent
- A minimum of two (2) years of professional-level experience in an HR position with a Bachelor's degree or global equivalent

- A minimum of four (4) years of professional-level experience in an HR position with less than a Bachelor's degree or global equivalent, and a high school diploma or global equivalent.

SPHRi™ Eligibility

Candidates must meet one of the following exam eligibility requirements to sit for the SPHRi™ exam:

- A minimum of four (4) years of professional-level
- experience in an HR position with a Master's degree or global equivalent
- A minimum of five (5) years of professional-level experience in an HR position with a Bachelor's degree or global equivalent
- A minimum of seven (7) years of professional-level experience in an HR position with less than a Bachelor's degree or global equivalent, and a high school diploma or global equivalent.

In addition, SPHRi™ candidates must demonstrate knowledge of employment law in one of the following ways:

- Holding a national or local certification (such as PHR®,
- SPHR®, GPHR®, CHRP, CIPM, CAHRI-CP etc.) that includes knowledge of employment laws, OR
- Holding a Bachelor's degree (or global equivalent) or higher in Human Resources, OR
- Completing a university or college-level course in employment law, OR
- Completing a formal training class or certificate program in employment law sponsored by a university/college, HR association or other approved training provider.

Please Note: Training must provide a comprehensive coverage of employment law; “legal updates” do not qualify.

Exam and Administrative Fees

Please refer to our website, www.hrci.org, for the most current information available about fees. Fees are subject to change without notice.

CONTINUOUS TESTING

Candidates must meet all eligibility requirements to take HRCI exams.

An exam appointment may be scheduled as soon as the application is approved. However, the earliest that the exam may be taken is 14 calendar days from the application approval date.

Note: An application is approved when the status in the online application is “Eligible-Pending Appointment.”

The exam approval is valid for 180 calendar days from the application approval date. This means that the exam must be scheduled and taken within the 180 calendar days.

If a candidate applies for an exam and is deemed eligible, but does not schedule a date to sit for the exam within the 180 calendar days, the exam application eligibility expires and the person will need to reapply and pay all applicable fees.

Once an exam application is approved, no refunds will be made if a candidate no longer wishes to take the exam.

Apply for an HRCI Exam

APPLICATION TIPS

1. Plan ahead. The earliest date that you can take an exam is 14 calendar days from the application approval date. The last date that you can take an exam is 180 calendar days from the application approval date.
2. On your application, use your full legal name as it appears on your identification document (ID), and use a permanent email address.
3. A confirmation email will be sent within 24 business hours once your application fee is processed. If you do not receive the confirmation email, check your “junk mail” folder as well as the application status in your HRCI online account.

You must meet both HR work experience and education requirements, if applicable, to qualify for each exam, as described in the Exam Eligibility Requirements section of this handbook.

APPLICATION PROCESS

HRCI contracts with Prometric to deliver and administer exams. For more information about Prometric, see p. 8. The application process follows these steps:

- Candidate submits application online.
- HRCI reviews the application to determine candidate’s eligibility to sit for the exam.
- Candidate receives notification that the application is approved.
- Candidate schedules an exam appointment.

Please visit www.hrci.org/embargo for the most current list of countries that may have additional requirements due to U.S. trade sanctions.

TERMS AND CONDITIONS

You must acknowledge that you have read and understand the following:

1. Global privacy policy
2. Use of information policy
3. Code of Ethical and Professional Responsibility
4. Certification Policies and Procedures Handbook

In addition, you must agree to the following statements:

- I agree to inform HR Certification Institute, without delay, of matters that can affect my capability to continue to fulfill the certification requirements.

- In the event of suspension of certification, I will refrain from any use and/or further promotion of the certification while it is suspended.
- In the event of withdrawal or revocation of certification, I will refrain from use of all references to a certified status.
- I will comply with the relevant provisions of the certification. I will make claims regarding certification only with respect to the scope for which certification has been granted.
- I will not use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which HRCI considers misleading or unauthorized.
- I will discontinue the use of all claims to certification that contain any reference to HRCI or the certification upon suspension or withdrawal of certification, and to return any certificates issued by HRCI.
- I will not use certification status or the certificate in a misleading manner.
- I certify that I will not provide, receive, or release any confidential examination information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing, or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices.

Additional Forms

Please see our website, <https://www.hrci.org/resources/forms>, to find all of the forms needed to complete the application process.

Legal Name

When submitting your application use your full legal name as it appears on your unexpired, valid, government issued, official identification documentation. This is the name that will appear on your official certificate once you successfully pass the exam(s).

Name Changes

You may not make changes to your legal name on file after submitting your application. To make a change to a legal name, you must send a scanned copy of a certified or notarized document or government-issued ID at least five (5) business days before your scheduled exam appointment via email to info@hrci.org. HRCI does not return documents. Do not send original, certified or notarized documents. Please see “Record Retention” on p. 37.

Please complete the Name Change Request Form (<https://www.hrci.org/resources/forms>) and submit with a copy (not the original) of a government- issued ID such as a driver’s license or marriage certificate which reflects the name change.

Address Changes

If your email address, mailing address or telephone number change, you can update your profile at www.hrci.org, or by calling +1.866.898.4724.

Email Address

HRCI will use your email address as a primary identifier in your online profile and for communicating with you. Because your email address will be attached to all of your online

records with us, it is best to choose a permanent email address for this purpose. If you decide to use your work email address, please remember to update it if you should change jobs.

Payment Methods

Please refer to our website, www.hrci.org, for the most current information about fees. Fees are subject to change without notice.

HRCI accepts VISA, MasterCard, American Express, money order, certified check, cashier's check and company/ organization checks. Certified and cashier's checks must be made payable to HR Certification Institute, in U.S. currency (USD) and drawn on a U.S. bank. We do not accept cash or personal checks. We will not review an application until all payments have been received.

If you choose to pay by certified check or money order, you must complete the online application and send the payment via mail. Include a photocopy of the application summary page and include the email address for each candidate with the payment. NOTE: A single check may be used to pay for multiple candidates.

HRCI will return certified checks, cashier's checks and money orders without proper candidate identification to the sender. Please mail payments to: HR Certification Institute, 1725 Duke Street, Suite 700, Alexandria, VA 22314 USA.

Vouchers

HRCI offers a pre-paid voucher option which provides a unique code to be used in exchange for the exam products.

A voucher is valid for 365 calendar days from the date of purchase. Vouchers are non-refundable in whole or in part before or after expiration. Vouchers must be redeemed in a single transaction and cannot be combined with any other discount offer.

Exam candidates who redeem vouchers for payment, must follow all applicable eligibility and exam rules. If a candidate does not take the exam in 180 calendar days from the exam application approval date, the candidate must reapply to take an exam and pay all applicable fees, regardless of payment method.

At expiration, a voucher has no monetary value and may not be extended, re-issued or refunded. The voucher's expiration date ends a candidate's ability to redeem any value from the voucher.

Application Confirmation

You must provide an active email address in your application to ensure you receive all communications from HRCI, including notifications, confirmations and reminders.

Within 24 hours of processing payment, you will receive a receipt for your payment and an auto-generated email confirming receipt of your application. This confirmation does not indicate you are eligible to take the exam.

EXAM ELIGIBILITY

What Is the Definition of “Professional-level” Work?

HRCI defines a “professional-level” HR position as one that includes:

- The ability to use independent judgment and discretion in performing work duties
- Some authority for decision-making
- In-depth work requirements, such as data gathering, analysis and interpretation
- Interaction with people at multiple levels including decision-makers; and
- Individual accountability for results.

Eligible candidates are those who have acquired the minimum years of HR experience based on their education level for the specific certification they wish to earn as identified by HRCI requirements, in a position or positions listed on our list of approved job titles. Those with a college degree are not required to have a degree in HR.

For PHR, PHRca, SPHR, GPHR, PHRi, and SPHRi, professional-level HR experience is required. Our exams measure HR experience and knowledge gained on-the-job and through formal education. Individuals who are not likely to be considered eligible for these exams include:

- People managers whose main job is in a function other than HR.
- Entry-level HR practitioners (i.e. HR clerks or HR assistants).
- Those interested in transitioning into the HR profession

If the above describes your experience, the aPHR exam may be the best exam for you.

If Your Job Title Is Not Listed on the Application

You must include your exact job title on your application. If you hold a job title not shown on the list of approved position codes, you must select “999-Other” as your position code and have the minimum years of experience in a position that:

- Exists for the purpose of overseeing, managing, or controlling HR activities for an organization or client; and
- Requires the individual to regularly share their expertise in the HR field as part of their job duties; and
- Regularly requires work at a professional-level.

If you select “999-Other as your position code,” you must also submit a completed Qualifying HR Work Experience Form and an official job description as part of your application. The supporting documentation also must include the number of years you have worked in a professional-level HR position. The required years of HR work experience does not need to be current or sequential. However, recent experience will be more helpful for the exam.

If you select “999-Other,” please allow up to 10 business days for initial review and responses by email.

To review the list of approved position codes, go to <https://www.hrci.org/how-to-get-certified/apply-for-certification/approved-position-codes>.

Documenting Work Experience

You must complete the Work Experience section of the application to document that the amount of professional-level work experience you have meets the eligibility requirement.

Documenting Knowledge of Employment Laws (SPHRi™ Candidates Only)

You are required to select from one of these four (4) options during the application process and may be asked for documentation confirming that you:

- Hold a local or national HR certification (such as PHR®, SPHR®, GPHR®, CHRP, CIPM, CAHRI-CP, etc.) that includes knowledge of employment laws.
- Hold a Bachelor’s degree (or global equivalent) or higher in Human Resources.
- Have successfully completed a college or university-level course in Employment Law.
- Have successfully completed an education or training program in Employment Law.

Criteria for a course that meets the Employment Law requirement:

- May be delivered in a classroom setting or virtually.
- Must provide a comprehensive review of employment laws that includes the major functional areas of Human Resources (hiring, pay/ benefits, employee/labor relations, termination, health and safety).
- Must cover foundational knowledge (“legal updates” do not qualify).
- Must be conducted by a qualified expert in the field of employment law (such as an attorney or professor with appropriate credentials).
- Must contain a minimum of five (5) hours of instructional time (not including breaks, registration or evaluation periods).
- Must provide a certificate of successful completion.

If your application is selected for random audit, you must provide documentation that you have gained knowledge of Employment Law in one or more of the four ways mentioned above. Likely sources for Employment Law courses and training are associations (local HR associations, American Chambers of Commerce), law firms, colleges and universities or training firms that specialize in HR topics.

AFTER APPLYING FOR THE EXAM

Processing Time for Applications and Forms

Type of Application	Processing Time
Application that does not require additional documents	24 hours
Application that requires an official job description and Qualifying HR Work Experience Form	10 business days (excluding weekends and holidays)

Application with a Special Testing Accommodation Request Form	10 business days (excluding weekends and holidays)
Application that is selected for audit	10 business days (excluding weekends and holidays)
Exam Type Change Form	10 business days (excluding weekends and holidays)

Application Review

HRCI may deny an application and set it to ineligible, if any of the following is determined:

- Documented experience fails to meet the eligibility requirements.
- Information on the exam application has been falsified or misrepresented.
- Documentation necessary to determine eligibility is not submitted.

Exam Application Audit

HRCI conducts random audits of our applications to verify the accuracy of the information submitted. We may select a candidate for an audit at any point in the application process even if you have applied in the past. A candidate is notified immediately by email if they are selected for the audit.

If selected, you must submit the following via email to verify the eligibility requirement is met.

- The Exam Application Audit Form
- Official job description(s)
- Educational transcript/diploma
- Employment law document (SPHRi™ only).

HRCI will review the documentation within 10 business days of receipt of all necessary documentation. If you are unable to provide the required information, your application will be set to ineligible. Your exam fee will be refunded less the application fee and any special fee(s), if applicable.

If an application is made ineligible, HRCI will offer a voucher to an exam for which the candidate qualifies.

Refunds may be considered if an application is made ineligible; however, a processing fee will be applied. For a detailed list of all fees, please go to www.hrci.org.

Request for Reconsideration (Appeal)

A request for reconsideration allows an individual to appeal an adverse, non-disciplinary decision made as part of the exam eligibility, exam testing and recertification processes. The types of items that fall into this policy are being deemed ineligible to take an exam, test site issue resulting in an unsuccessful result, rescheduling of exam by testing vendor, medical or personal emergency, or denial of recertification application.

Any request for reconsideration must be made submitted on the HRCI Request for Reconsideration Form to certdirector@hrci.org within 10 business days of receiving the adverse determination. The written request must include date of determination, details of the circumstances, the reason for the appeal (including relevant supporting materials not previously submitted), and individual's email address, postal address, and a phone number at which the individual can be reached. Receipt of the request will be acknowledged via email within five (5) business days of receipt.

Because of the secure nature of these examinations, neither HRCI nor our testing vendor will disclose examination questions prior to, or after, the exam administration. Candidate responses to particular test questions (correct or incorrect) will not be disclosed.

The request will be reviewed by the Senior Director, Client Relations & Services who will obtain and review any additional information relevant to the appeal within 10 business days of receipt of request.

The director will notify the individual of the decision within five (5) business days of the determination. The determination will be final.

SPECIAL TESTING ACCOMMODATION REQUESTS

HRCI accommodates candidates with disabilities who need special arrangements to take their exam and will provide reasonable auxiliary aids and services. You must request special accommodations when you complete the application by marking the appropriate box on the application form and submitting the Special Testing Accommodation Request Form available at <https://www.hrci.org/resources/forms>. Upon completion of the special accommodation process you will be able to schedule your exam appointment.

A person with a professional license or credential must complete the Documentation of Disability-Related Needs section of the Special Testing Accommodation Request Form. The description provided must include the type of disability, an explanation of past accommodations made for the disability and the specific testing accommodations requested.

If you submit a Special Testing Accommodation Request Form after you have scheduled an appointment, you must cancel that appointment at least three (3) business days before you are scheduled to test or forfeit all fees. Once the accommodation has been set up, you will receive an email notification from the Certification Services department advising you to schedule a new appointment.

HRCI partners with Prometric to deliver our certification exams. Prometric may not be able to fulfill all special accommodation requests. Prometric will not be able to comply with the request if the operating conditions, local laws or customs make the request unlawful, impossible or economically unfeasible.

Exam Overview

About the Exams

HRCI exams contain a variety of item types, including scenarios, which require you to use your HR experience to select the best answer. Most are four-option multiple-choice items.

Each exam includes scored questions and pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final results.

The length of time given to complete an exam depends on the exam type selected. Note: The appointment duration on the appointment summary confirmation from Prometric is a reflection of time needed to check-in, undergo the required search, and occupy the computer. It is longer than the actual “exam time” to allow for the exam tutorial and post-exam survey.

aPHR™ Exam

The aPHR is the first-ever HR certification designed for professionals who are just beginning their HR career journey. A certification from HRCI – the gold standard of HR certifications – proves your commitment to the profession and demonstrates your understanding of fundamentals.

This is the perfect program for recent college graduates, armed services men and women making the transition to civilian life, or other professionals seeking a career transition into the HR field. aPHR exam questions relate to the most recently published aPHR Exam Content Outline (<https://www.hrci.org/aphr-exam-content-outline>). The following table shows the percentage of questions in each functional area covered in the exam.

aPHR™ EXAM: FUNCTIONAL AREAS	%
HR Operations	38%
Recruitment and Selection	15%
Compensation and Benefits	14%
Human Resource Development and Retention	12%
Employee Relations	16%
Health, Safety, and Security	5%

The exam has 125 multiple-choice questions (mostly multiple-choice), which include 100-scored questions and 25 unscored pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final score.

Candidates have two hours and fifteen minutes (2.25 hours) to complete the exam.

PHR® and SPHR® Exams

The PHR® and SPHR® exams are based on U.S. Federal laws, regulations and practices. The exams are general in nature, assessing all areas of the field of Human Resources. PHR® questions test basic knowledge and experience at an operational or technical level. The SPHR® questions test knowledge and experience at the strategic or policymaking level. Exam questions relate to the most recently published PHR®/SPHR® Exam Content Outline. The following table shows the percentage of questions in each functional area covered in the exams.

PHR®/ SPHR® EXAM FUNCTIONAL AREAS	PHR®	SPHR®
Human Resource Development	18%	19%
Business Management and Strategy	11%	30%
Workforce Planning and Employment	24%	17%
Compensation and Benefits	19%	13%
Employee and Labor Relations	20%	14%
Risk Management	8%	7%

The exam has 175 multiple-choice questions (mostly multiple-choice), which include 150-scored questions and 25 unscored pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final score.

Candidates have three (3) hours to complete the exams.

PHRca® Exam

PHRca® exam questions relate to the most recently published California Exam Content Outline and do not test knowledge already covered on the PHR® or SPHR® exam. The following table shows the percentage of questions in each functional area covered in the exam.

PHRca® EXAM: FUNCTIONAL AREAS	%
Compensation/Wage and Hour	22%
Employment and Employee Relations	46%
Benefits and Leaves of Absence	20%
Health, Safety and Worker's Compensation	12%

The exam has 125 multiple-choice questions (mostly multiple-choice), which include 100-scored questions and 25 unscored pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final score.

Candidates have three (3) hours to complete the exams.

GPHR® Exam

GPHR® exam questions relate to the most recently published GPHR® Exam Content Outline. The following table shows the percentage of questions in each functional area covered in the exam.

GPHR® EXAM: FUNCTIONAL AREAS	%
Strategic HR Management	25%
Global Talent Acquisition and Mobility	21%
Global Compensation and Benefits	17%
Talent and Organizational Development	22%
Workforce Relations and Risk Management	15%

The exam has 165 multiple-choice questions (mostly multiple-choice), which include 140-scored questions and 25 unscored pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final score.

Candidates have three (3) hours to complete the exam.

PHRi™ Exam

PHRi™ exam questions are based on the PHRi™ Exam Content Outline. The PHRi™ exam assesses general knowledge of the HR field in several functional areas. The following table shows the percentage of questions in each functional area covered in the exam.

PHRi™ EXAM: FUNCTIONAL AREAS	%
HR Administration	22%
Recruitment and Selection	22%
Employee Relations and Communication	20%
Compensation and Benefits	14%
Training and Development	15%
Health, Safety and Security	7%

The exam has 170 multiple-choice questions (mostly multiple-choice), which include 145-scored questions and 25 unscored pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final score.

Candidates have three (3) hours and 15 minutes (3.25 hours) to complete the exam.

SPHRi™ Exam

SPHRi™ exam questions are based on the SPHRi™ Exam Content Outline. The SPHRi™ exam assesses more advanced knowledge of the HR field in several function areas. The following table shows the percentage of questions in each functional area covered in the exam.

SPHRi™ EXAM: FUNCTIONAL AREAS	%
HR as a Business Leader	32%
People Development and Talent Management	29%
HR Service Delivery	23%
Measurement	16%

The exam has 130 multiple-choice questions (mostly multiple-choice), which include 105-scored questions and 25 unscored pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final score.

Candidates have two (2) hours and 30 minutes (2.5 hours) to complete the exam.

EMPLOYMENT LAW CHANGES

Employment laws frequently change. HRCI tests candidates on the HR laws and regulations that are in effect as of January 1 of the calendar year in which an exam is taken.

How the Exams Are Developed

HRCI follows certification-industry best practices to create and update all of the exams we offer. Practicing HR professionals are involved in every step of the exam development process, which is overseen by the testing organizations, Pearson Vue and Prometric. Following are the steps taken to develop the exams:

Step 1: The exams are based on Exam Content Outlines, which are created by a small group of practicing HR professionals and then validated by a much larger group through a practice analysis study.

Step 2: Certified HR professionals write the exam questions (also known as “items”), based on the Exam Content Outline.

Step 3: The questions go to another group, the item- review panel, which checks for accuracy and proper coding.

Step 4: Approved questions are then “pre-tested” for reliability.

Step 5: Multiple exam forms are created and reviewed by a panel of subject-matter experts.

Step 6: A passing score for each exam is determined.

Pre-Test Questions

HRCI is committed to offering exams that contain current and relevant content. We achieve this goal by reviewing current questions and developing new ones to reflect changes in the profession. All exams include new questions that have not been used on previous versions of the exam. These items are known as “pre-test” questions.

Including pre-test questions allows HRCI to gather valuable data about the new questions before they are included in future tests. We do not identify the pre-test questions and scatter them throughout the exam so you will answer them with the same care in which you address scored questions. The pre-test questions are not included in the final score.

How the Passing Score Is Set

HRCI uses the modified Angoff method to set the cut score on every exam, which is a common, industry standard method of setting cut scores on credentialing exams. At the beginning of the standard setting meeting, SMEs discuss requirements to take the exam, attributes of candidates who take the exam, and attributes of minimally qualified or minimally competent candidates (MCC) with respect to the credential. After discussing the MCC, SMEs individually rate each item with respect to the MCC, where each rating is the expected percent of MCCs correctly answering an item. After the SMEs individually rate items, they discuss their ratings as a group with the goal of reflecting on reasons for their ratings and being able to adjust their ratings based on the rationale from other SMEs with different career/life experiences. After 1-2 rounds of discussion and rating adjustment, the final recommended cut score is presented to HRCI as the average final-round sum of the ratings for an individual SME across all SMEs in the panel.

Passing Score

The passing score for each exam is 500. For more information about scoring, please see “Exam Scoring and Official Results Reports” and “How the Passing Score Is Set” in this handbook for additional details on these processes.

Why Are “Scaled Scores” Used?

The purpose of scaled scores is to ensure fairness to all of our exam candidates and to report scores consistently. Using this model, scores are converted to a common scale to account for the difference in difficulty on multiple forms (or versions) of an exam. There are multiple forms of the exams for security reasons. As we develop new versions, some questions in each content area are replaced. These changes may cause one version to be slightly more difficult than another. To account for these differences, we use a process known as equating.

The goal of equating is to ensure all exams are scored fairly. The passing point for the exams is set at 500, regardless of the version of an exam a candidate takes.

EXAM TEST CENTERS AND APPOINTMENT SCHEDULING

Test Center Locations

HRCI partners with Prometric to deliver certification exams. Prometric will notify you of any changes to test site availability due to bad weather, technical issues or other unscheduled

events. See also “Exam Dates Affected By Severe Weather and Local or National Emergencies” in this handbook for additional information.

Schedule Early

We encourage you to schedule your exam appointment date as soon as your exam application is approved. Scheduling early increases the chance you will receive your preferred testing date, time and location.

Exam Scheduling

Exam appointments may be scheduled online or by phone. Online scheduling is the preferred method, because it is faster and more efficient. When scheduling an appointment, have the following information ready:

- Your name exactly as it appears on your valid, unexpired government-issued ID.
- Your Eligibility ID number (this is located in your online application summary).
- Your daytime phone number.
- The name of the exam sponsor (HRCI).
- The exam for which you are registered (aPHR, PHR, SPHR, GPHR, PHRca, PHRi or SPHRi).
- Your preferred appointment date, time and location.

NOTE: You must have an email address to schedule your exam appointment online. Also, select one to two alternate dates, times and locations, in the event your preferred choice is not available.

To schedule online, visit www.prometric.com/hrci and click on “Schedule My Test.”

Phone scheduling is available by calling the appropriate Regional Contact Center. Refer to the Appendix for the full list of centers.

Keep the confirmation number Prometric provides after your exam appointment is scheduled. This number is required to confirm, reschedule or cancel your appointment.

Exam Dates Affected By Severe Weather and Local or National Emergencies

If there is severe weather, a local emergency or a national emergency near the testing center, go to www.prometric.com/en-us/pages/siteclosure.aspx for updates on closures and delays, or contact your Regional Contact Center for international test site information (see p. 40).

You will not be assessed a rescheduling fee if Prometric cancels an exam due to severe weather or a local or national emergency.

TEST CENTER RULES

The following rules are enforced at all test centers to ensure a secure, fair and consistent test experience for all test-takers.

Please review the steps on “What to Expect” located at www.prometric.com/en-us/for-test-takers/Prepare-for-Test-Day/Pages/what-to-expect.aspx so you are aware of the check-in process at the test site.

NOTE: Prometric cannot guarantee a completely noise-free and distraction-free test environment. Other exams are administered at the same time as HRCI exams. You may hear noise, including typing, coughing and people walking. The test center provides background sound, known as “white noise,” to minimize distracting sounds. You can request a noise-reducing headset from Prometric. Also, you can bring disposable earplugs in a sealed package. The exam site administrator will inspect earplugs before you enter the testing room.

Registration Processes

Arrive at the Prometric Test Center (PTC) at least 30 minutes before your exam time. You must have a valid, unexpired, government-issued ID with both your photograph and your signature. If you miss your appointment or do not have a valid, unexpired photo ID, you cannot take the exam and will lose all your fees. If you are late for your appointment, you will not be admitted to the test facility.

- You will be asked to empty your pockets and turn out your pockets.
- You will be scanned prior to each entry into the test room, including returns from breaks. You will still be required to turn your pockets out, and the scan will be done immediately afterward. The scan will be done in full view of the Test Center Administrator (TCA) DVR camera so it will be recorded, and any candidate complaints or escalations can be properly investigated. All candidates will be required to submit to the scans. Any candidates refusing to turn their pockets out or be scanned, will not be permitted to test. This is the same policy that exists today with the “turning pockets out” procedure.
- You cannot leave the test center or use a mobile device during the test or during a break. Your exam will be terminated if you leave the test center or use a mobile device. Study materials may not be reviewed or referenced during the examination or during any break and will result in your examination being terminated and your score invalidated.
- You cannot look at study materials after you arrive at the test site facility or during a break.
- You can keep the following property in a locker during the test:
 - Food or Drink
 - Hat
 - Medical Supplies (such as inhalers, tissues, eye drops, cough drops)
 - Mobile Device
 - Outerwear/Sweater (unless being worn for the entire exam)
 - Purse/Bag
 - Watch
- You cannot smoke or take a break to smoke during the examination.
- Religious headwear may be worn into the testing room. It will be inspected by a TCA before entry into the testing room is permitted.

Exam Processes for All Test Centers

Exams are monitored and may be recorded as audio or video. Candidates will have access to a tutorial on the computer testing technology for 10 minutes prior to the start of the exam. It is important that candidates use this time to understand the special features of the technology which includes a built-in calculator and highlighting to narrow down answer choices. The tutorial may be referenced during the exam as well; however, the exam timer will not stop once the exam has begun.

You can submit comments about specific exam items during the exam by following the instructions on the exam. HRCI will review all comments but will not respond to comments. Please note, you cannot ask questions about exam content of anyone.

EXAM SECURITY AND CHEATING

In order to protect and secure the integrity of its exams and the value they bring to the HR practitioners who have earned a certification, HRCI retains the right to cancel any test score obtained in a questionable manner. Before you can begin an HRCI certification exam you must agree to an Exam Confidentiality Statement. Failure to agree to the statement will prevent you from being able to take the exam. This statement says, among other things, that you understand that the exam and the questions it contains are the exclusive property of HRCI. You must also confirm your understanding that you cannot disclose, publish, reproduce or transmit any part of the exam, in any form, by any means, in oral, written, electronic or mechanical formats, for any purpose, without the express, written permission of HRCI. This includes, but is not limited to, memorizing exam questions, sharing exam questions or topics with anyone, or comparing information taught in a certification preparation course with actual exam content, whether in whole or in part. Theft or attempted theft of any exam content is punishable as a felony. Violation of exam confidentiality is a serious ethical breach that could result in disciplinary action by HRCI, including possible suspension or revocation of any HRCI certifications earned.

PREPARING FOR THE EXAM

No two candidates come to the exam with the same knowledge base, as HR experience and educational backgrounds vary.

Most candidates spend time studying and preparing for the exams, which measure how well a candidate can apply his or her HR knowledge and experience. Therefore, it is not possible to train for or teach to the exam by reading certain books or memorizing specific information. The best way to prepare is to review and study the HR content in each functional area of the Exam Content Outline for the selected exam.

Build Your Own Bundle

These options offer discounted exam preparation tools available for purchase when you apply for many of our exams. These bundles are offered as Build Your Own Bundle.

A detailed list of known preparation resources is located at www.hrci.org/exam-preparation/prep-packages.

For your convenience, we selected some of the most popular types of learning methods and are offering you the opportunity to bundle them at discounted prices with your exam application purchase. The preparation options are available for use anywhere and intended to be on-demand.

HR Certification Institute does not endorse any particular preparation program or offering. We encourage prospective candidates to use a variety of resources that reflect their learning styles and needs. Purchasing a certification preparation product is NOT required and HRCI does not guarantee an individual will pass based on the purchase of a certification preparation product.

If you purchase a preparation resource as part of a Build Your Own Bundle or Prepackaged Bundle, and are deemed ineligible to test, you will receive 100% of the money paid for the resource in addition to the exam fee. The application fee is nonrefundable.

Full refunds for a preparation resource that is part of a Build Your Own Bundle or Prepackaged Bundle, will only be available within 10 business days of the application approval date. Refunds of exam fees follow the refund policies in this handbook. Please refer to our website for more information: www.hrci.org/exam-preparation.

EXAM APPOINTMENT RESCHEDULING

Rescheduling Process

If you reschedule your exam appointment, you must pay Prometric's nonrefundable fee each time you change your appointment. You are not guaranteed a new appointment if you try to reschedule. Please refer to our website, www.hrci.org, for the most current information about fees.

You must reschedule your exam appointment at least three (3) business days before your original appointment, or all fees will be forfeited. To reschedule your exam appointment online, contact Prometric at www.prometric.com/hrci. To reschedule your exam appointment by telephone find the appropriate testing country's Prometric Regional Contact Center (see p. 40).

Reschedule Your Exam Appointment Online

1. Go to www.prometric.com/HRCI/default.htm.
2. Select "Reschedule or Cancel an Exam".
3. Enter country and state.
4. Enter Prometric's Confirmation Number and the first four letters of your last name.
5. Select the option "I want to reschedule my appointment".
6. Choose "schedule an exam" from the applicable test site location.
7. Confirm new exam appointment.
8. Pay Prometric's reschedule fee
9. A new confirmation will be sent to you by email with the new appointment date.

Prometric will immediately send a confirmation email with your new appointment information. If you do not receive the confirmation email, contact Prometric immediately.

Call +1.800.967.1139 if you have a special testing accommodation request and want to reschedule your appointment. It is your responsibility to verify with Prometric that the rescheduled exam appointment has been processed.

Refunds

Once an exam application is approved, **no refunds** will be made if a candidate no longer wishes to take the exam.

Refunds may be considered if an application is made ineligible; however, a processing fee will be applied. For a detailed list of all fees, please go to www.hrci.org.

Note: An approved refund will be processed to the original method of payment. It may take up to two (2) billing cycles for a refund to be reflected on a credit card statement.

No Show

You are considered a “No Show” if you:

- Arrive more than 15 minutes late for the exam appointment.
- Do not appear for the exam appointment.
- Do not have proper and valid identification (ID).
- Do not cancel the exam appointment at least three (3) business days before the scheduled exam.

Medical or Personal Emergency

A medical or personal emergency is an unplanned event within three (3) days (72 hours) of the exam appointment that prevents you from taking the exam. A medical or personal emergency may apply to you or to one of your immediate family members (spouse, child or parent as defined by the Family Medical Leave Act.) Minor medical events or personal obligations that may happen on or near the exam date are not considered medical or personal emergencies.

If you encounter a medical or personal emergency, please contact our Client Advocacy Team at info@hrci.org or by phone 1.571.551.6700 or 1.866.898.4724 within 30 calendar days of the event. HRCI will work with each candidate on a case-by-case basis to offer an extension. No refunds will be provided.

NOTE: If you miss your exam appointment because you are too busy or are unprepared, you will not receive a refund or any other exception. Work emergencies are not considered personal emergencies.

OPTIONAL SERVICES

“Second Chance” Insurance (SCI)

Second Chance Insurance allows a candidate to pre-purchase the opportunity to retake the **same exam (in a different version)** a second time if the candidate is unsuccessful on the first attempt. The retake exam may not be changed to a different type of exam. The insurance must be purchased when

the exam application is submitted online. The insurance cannot be added as a separate purchase once the exam application has been submitted. The program is optional. The fee is pre-paid and nonrefundable, meaning that if a candidate purchases SCI and does not utilize it, the candidate may not request a refund for the SCI. Please refer to our website, www.hrci.org, for the most current information about fees.

A candidate with SCI does not have to pay any additional fees or resubmit their application if they are unsuccessful. It is automatically done for them by HRCI. As such, candidates who purchased the insurance who are unsuccessful may *schedule* their retake exam appointment beginning 90 calendar days from their previous exam date. An email notification will be sent once the application is set up and an exam appointment may be scheduled at that time. *The use of SCI does not require a 14 calendar day waiting period once the application is set up.*

Candidates with SCI will have 180 calendar days to schedule and retake the same exam once the SCI exam application has been automatically set up.

If a candidate purchases SCI with their exam application and does not take the exam, the SCI is void since the insurance only is applied if the candidate takes the exam and is unsuccessful.

If an application is deemed ineligible, the SCI fee will be automatically refunded to the original method of payment or applied to a different exam.

If the exam is changed through an Exam Type Change, the Second Chance Insurance will be changed to match the new exam.

Exam Type Change

Candidates may change the type of exam they wish to take as long as an exam appointment has not been scheduled. Once the exam appointment has been made, this is no longer an option. There is no refund for the fees paid for the original application. There will be a change fee in addition to any price difference if new exam is a higher price. Please refer to our website, www.hrci.org, for the most current information about fees.

Please follow these steps to make a change:

1. Review the eligibility for the new exam type to ensure that you meet the requirements. No refunds will be processed if you make the change but do not meet the requirements.
2. Complete the Exam Level Change Form (Find the form online at <https://www.hrci.org/resources/forms>)
3. Submit the form with payment to accounting@hrci.org.

Once HRCI receives the payment, we will do the following:

1. Process the payment.
2. Issue a voucher code to the candidate via email.

The candidate must do the following:

1. Apply for the new exam using the voucher code in the payment section within 90 calendar days from the voucher issue date.
2. Wait for the email notification that the new application has been approved.

- Schedule and take the exam within 180 calendar days from the application approval date.

Since a voucher is issued as part of this new process and it has no monetary value, there are no refunds issued for any application which had an Exam Type Change processed.

NOTE: HRCI will not process exam type change requests until all required fees and documents are submitted.

Exam Eligibility Extension

If you are unable to test within the original 180 calendar days provided when your exam application is approved, you may complete the Exam Eligibility Extension Form and pay the applicable fee. Please refer to our website, www.hrci.org, for the most current information about fees.

This request must be submitted prior to the end of the 180 calendar days of eligibility provided with the application was approved.

Once the payment has been processed, HRCI will add 90 calendar days to the end of the original 180 calendar day eligibility. The exam must be taken during this extension. No refunds or additional extensions will be made. The extension is limited to one request per exam application.

Summary of Exam Application Options

	Voucher Payment	Cash/Credit Card Payment
Application approved by HRCI	Schedule and take the exam within 180 calendar days from the application approval date.	Schedule and take the exam within 180 calendar days from the application approval date.
Application is made ineligible by HRCI	A new voucher is given to the candidate for an exam for which the candidate is eligible. Refunds are not made on vouchers.	A new voucher is given to the candidate for an exam for which the candidate is eligible. No refunds. Or, a full refund minus a processing fee.
Change your exam type If you want to change the type of exam that you are taking, the Exam Type Change Form must be completed and submitted <u>before</u> an exam is scheduled. Once an	There is a change fee plus difference in retail price of exam if new exam is a higher price. No refund if the exam is a lower price. A new exam voucher will be	There is a change fee plus difference in retail price of exam if new exam is a higher price. No refund if the exam is a lower price. A new exam voucher will be issued

exam appointment has been made, this is no longer an option	issued and must be activated within 90 days of issue date. Exam must be scheduled and taken within 180 calendar days of voucher being redeemed. No refunds will be issued if you are unable to take the new exam.	and must be activated within 90 days of issue date. Exam must be scheduled and taken within 180 calendar days of voucher being redeemed. No refunds will be issued if you are unable to take the new exam.
Exam Appointment Reschedule If you want to change the exam date within the original 180 calendar days, go to https://www.prometric.com/en-us/clients/hrci/Pages/landing.aspx .	An individual may reschedule their exam appointment as long as it is done at least three business days prior to the appointment. There is a reschedule fee each time that it is done. No refunds will be issued if unable to test on new date.	An individual may reschedule their exam appointment as long as it is done at least three business days prior to the appointment. There is a reschedule fee each time that it is done. No refunds will be issued if unable to test on new date.
Exam Eligibility Extension (90 calendar days) If you are unable to test within the original 180 calendar days of eligibility, you may request an extension by completing the Exam Eligibility Extension Form.	The request must be submitted within the 180 calendar days of eligibility. A candidate must cancel any exam appointment prior to the request. There is an extension fee and a limit of one request per exam application. No refunds will be issued if unable to test during the extension.	The request must be submitted within the 180 calendar days of eligibility. A candidate must cancel any exam appointment prior to the request. There is an extension fee and a limit of one request per exam application. No refunds will be issued if unable to test during the extension.
Never schedule an exam appointment or miss the exam appointment during the 180 calendar day eligibility period	No refund, exception or extension will be provided. You will need to reapply and pay all applicable fees.	No refund, exception or extension will be provided. You will need to reapply and pay all applicable fees.

ON EXAM DAY

Our exams are administered in highly secure testing centers. Only approved candidates are admitted to the test centers to take the exams. Upon arrival, you must present proof of your identity. If you do not have a valid, unexpired, government-issued photo ID, with your full name, you must cancel your appointment with Prometric at least three (3) business days before your exam appointment to avoid losing all fees paid. If you arrive at the test center without the required identification, you will not be permitted to take the exam and your fees will NOT be refunded Find additional Exam Day Tips on our website:

<http://www.hrci.org/examdaytips>.

Forms of Identification

- The following are acceptable forms of government-issued identification:
- Valid, unexpired driver’s license.
- Valid, unexpired military identification card (If a signature is not present, the military card must have a photo, and
- a secondary identification card with a signature will be required).
- Valid, unexpired passport.
- Valid, unexpired national identification card.
- Valid voter’s registration card (Puerto Rico test sites only).

You must have proper identification which matches the name on your application to take the exam. If your primary ID does not have your photo or signature, you must show a second ID that contains your signature and photo. The name on the second ID must be the same as the one on the first ID and match the name on your application.

The following are acceptable forms of secondary identification:

- Valid, unexpired employer identification card with signature.
- Valid, unexpired credit card with signature.
- Valid, unexpired bank card with signature.

You must use a passport as your official ID if you are not testing in your own country. Please contact info@hrci.org with any questions related to forms of identification.

Signature and Photo

Your signature must match the signature on your valid, unexpired, photo identification (ID). The picture on the ID must match you, the person presenting it.

Hyphenated Names

If your last name is hyphenated, your ID must match at least one of the last names. Additionally, your signature must match the signature on the ID, and the picture on the ID must match the person presenting it.

Name on Application	Name on ID	Acceptable
Chi Xing-Lu	Sandy X. Lu	No
Chi Xing-Lu	Chi X Lu	Yes

Cynthia Chi Xing-Lu	Chi Xing Lu	No
Cynthia Lu	Cynthia X Lu	Yes
Jeffery Johnson	Jeffery Charles Johnson	Yes
Jeffery C. Johnson	Jeffery Charles Johnson	Yes
J.P. Smith	John P. Smith	Yes
Jennifer Lincoln Murphy	Jennifer Lincoln	Yes
Jennifer Lincoln	Jennifer Murphy	No

AFTER THE EXAM

Exam Scoring and Official Results Reports

HRCI uploads all official exam results reports to your HRCI profile and sends you an e-mail notification. Depending on your exam date, it can take up to 15 business days to receive the email stating your results report is accessible electronically for you to retrieve and download. If you do not receive notification for your results report within 20 business days of your exam date, send an email to info@hrci.org.

Digital Badge

HRCI uses the digital badge as its official certificate. When you pass the exam and have received your results report, HRCI will send information on how to claim your digital badge, so you can display your credential on social media sites, in your email signature and other digital spaces.

Digital badges have emerged as the newest technology for displaying achievements and capabilities on social media, emails, personal websites and resumes. They protect the integrity of your credential by providing a link to verified data from HRCI that cannot be falsified. HRCI's digital badges allow you to provide employers with easy, valid verification of your credentials, while positioning you at the forefront of this new technology for communicating professional skills. Get additional information about digital badge technology on our website under "Recertification Resources" and here: www.hrci.org/digitalbadges.

Paper Certificate

If you would like to purchase a paper certificate to display on your wall, please visit the online store at www.hrci.org. You will have the option to order one that will be sent using a traceable delivery service. Please refer to our website, www.hrci.org, for the most current information about fees.

Testing Experience

To report any problems that occurred during the testing experience please file a report with the Test Center Administrator at the test site within 72 hours of taking the exam.

Certification Program Feedback

Individuals with feedback regarding the exam application process, testing experience, or other elements of the certification program may submit feedback to HRCI. While all submitted feedback will be reviewed, the specific handling of the feedback will be at the discretion of HRCI. However, issues related to impartiality, fairness and discrimination will be reviewed and addressed.

Feedback will be submitted in writing through the use of the HRCI Feedback Submission Form within 30 calendar days of an incident's occurrence. The submission may be mailed or e-mailed. The submission must include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay will not be considered as feedback. Feedback will be reviewed and handled by HRCI at its discretion.

Feedback will be reviewed by the Director, Business Operations to determine if it needs to be addressed. Not all feedback requires action. If it is determined that the feedback is not actionable, the individual of that fact within 10 business days of determination.

If the feedback requires action, the Director, Business Operations will refer it to an appropriate staff member considering matters of confidentiality, conflict of interest and impartiality. All feedback related to impartiality, fairness and discrimination will be handled by the Director, Business Operations. The responsible staff member shall take action to resolve the issue and communicate the resolution to the individual and the Director, Business Operations within a period of no longer than 30 calendar days.

When the feedback has been resolved, the individual shall receive notification of the resolution within 10 business days of the determination.

Understanding the Results Report

Our exam vendor, Prometric, follows careful procedures to make sure that exam results reports are correct.

The results report informs you if you have passed or failed the exam. A scaled score of at least 500 is needed to pass. If you do not pass, you will receive your individual scaled score indicating how far from the passing point you were. This information may help you understand how to prepare for a similar version of the exam in the future.

You also will receive an explanation of your performance level on each of the topic areas covered on the exam. If you pass the exam, you may use these explanations to guide future professional development activities. If you failed to achieve a passing score, you can use the explanations to guide future study efforts.

Retaking the Exam

Candidates who fail an exam and wish to take the same exam again may *reapply* 90 calendar days from their exam date to take the same exam. All exam eligibility requirements and fees apply to this exam application.

An exam appointment may be scheduled as soon as the application is approved. However, the earliest that the exam may be taken is 14 calendar days from the date that the application is approved. The candidate will have 180 calendar days once the application is approved in which to schedule and take the exam.

Candidates who fail an exam and wish to take a different HRCI exam may apply immediately for the different exam. All exam eligibility requirements and fees apply to this new exam application.

Candidates will not be able to take the exam more than three (3) times in a consecutive 365-day period.

AFTER CERTIFICATION

Use of the Designation

To use HRCI letters in one’s title, individuals must:

(1) meet and continue to meet our certification and recertification standards; (2) demonstrate the requisite experience requirements; and (3) agree to abide by the Code of Ethical and Professional Responsibility. Successful individuals are authorized to use the following certification marks or designations in communications and marketing materials, as appropriate:

- aPHR
- PHR
- PHRca
- SPHR
- GPHR
- PHRi
- SPHRi

Examples:

Correct	John Smith, SPHRi
Incorrect	John Smith, Senior Professional in Human Resources - International (SPHRi) John Smith, SPHRi (Senior Professional in Human Resources - International) John Smith, S.P.H.R.i.

Any complaint of logo misuse should be filed through the HRCI Complaints and Disciplinary Policy (p. 43). HRCI will follow all policies and procedures to determine the validity of the complaint and notify the person misusing the logo that they must cease and desist use. If they

fail to cease and desist, HRCI will take further steps, possible including legal action, to prevent logo misuse. HRCI actively monitors for incorrect use of the logo.

Recertification Requirements

Recertification is an important part of any accredited, respected certification program, and it is required to maintain the certification after passing the exam. Recertification helps to ensure the validity and credibility of our exams. We require that individuals holding our certifications remain updated and informed about recent developments and advances in the HR industry.

When you hold credentials from HRCI, you must recertify your designation every three (3) years by:

- Earning 45 hours of HR-related professional development activities for the aPHR
- Earning 60 hours of HR-related professional development activities for the PHR, PHRca, SPHR, GPHR, PHRi or SPHRi

If you do not recertify by your certification cycle end date, you may no longer use your credentials or represent yourself as certified.

NOTE: For more information see the HRCI Recertification Handbook or visit <https://www.hrci.org/recertification/what-is-recertification/recertification-resources>.

Recertification Through Continuing Professional Development

To maintain a designation(s), continuing education credits may be earned through a combination of the activities listed below:

- HR education courses or classes in a classroom or virtual environment.
- On-the-job projects that involve gaining new HR-related skills or knowledge.
- Training and instruction (teaching HR-related skills or knowledge).
- Research and publishing in the HR field. Leadership, using HR skills in a volunteer capacity.
- Professional membership in an HR-related national or international society.

For more detailed information, please see the Recertification Handbook or visit <https://www.hrci.org/recertification/what-is-recertification/recertification-resources>.

Recertification by Exam

To recertify, you may choose to take the same exam again. If you choose this option, you must:

- Wait at least 12 months from the date you became certified (or recertified) before taking the same exam again
- Take the exam before your current certification expires

You must pay all applicable fees when recertifying by exam.

For more information about recertification by exam, please visit our website at: <https://www.hrci.org/recertification/recertify-by-exam>. You also may refer to the “Apply for an HRCI Exam” section on p.13 of this handbook.

You must pay all applicable fees when recertifying by exam.

Record Retention

HRCI retains examination results (scores), summary reports from exam administrations and active applicant data for 10 years. We retain paper documentation for two (2) years. After two (2) years, we will shred those documents. You should retain your own copies of all documentation sent to HRCI.

HRCI will notify an individual seven business days prior to releasing his/her information to a body having legal jurisdiction upon receipt of a court order requesting the individual's information, unless the court order prohibits such notification.

Verification Policy

The names of currently certified individuals are not considered confidential and may be published/verified by HRCI. Published information will include name, city, state, country, certification(s) held, certification status and certification number.

Your certification status may be verified in one of three ways:

1. Individuals may be listed in our Directory of Certified HR Professionals
2. Employers can request in writing specific information with the individual's permission.
3. Certification status may be verified upon request with the following information: first name, last name and certification number.

CONFIDENTIALITY

We are committed to protecting confidential or proprietary information related to applicants and certification holders, as well as the examination development, maintenance and administration process. HRCI will not disclose any confidential applicant/certification holder information unless authorized in writing by the individual or as required by law. A certification status is not considered confidential information.

Exam Results

Individual examination results are considered confidential. Exam scores are released only to the individual candidate, unless a signed release is provided in advance. Results are not released by phone, fax or email. All personal information submitted by applicants and certification holders with their application, is considered confidential.

Application Status

An individual's application status is considered confidential. We do not disclose information regarding whether or not an individual has applied for certification or has taken the

examination. Current certification status is published and verifiable as noted in the Credential Verification section.

Aggregate Data

Aggregate exam statistics, studies and reports concerning applicants/certification holders will contain no information that can allow others to identify an individual.

HRCI Database

Personal information retained within the applicant/ certification holder database and or applicant/certification holder files will be kept confidential. This includes information and any documentation regarding a disability and the need for accommodation in testing.

With the applicant's/certification holder's permission, HRCI shares non-personal information with third parties. This information is not considered confidential and may include name, city, state, country, certification(s) held and certification status.



Appendix

Prometric Regional Contact Centers

Schedule your exam appointment online at www.prometric.com/hrci or by contacting one of the following Prometric Regional Contact Centers.

Location	Hours	Contact Info
Australia	Mon-Fri 8:30-19:00 GMT +10:00	+603.7628333
China	Mon-Fri 8:30-19:00 GMT +10:00	+86.10.82345674 +86.10.61957801 (fax)
Europe	Mon-Fri 9:00-18:00 GMT +10:00	+31.320.239.540
Hong Kong	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
India	Mon-Fri 9:00-17:30 GMT +05:30	+91.124.4147700
Indonesia	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Japan	Mon-Fri 9:00-18:00 GMT +09:00	+03.5541.4800
Korea	Mon-Fri 8:30-19:00 GMT +10:00	+007.9814.2030.248
Latin America	Mon-Fri 9 am-5 pm ET	+1.443.751.4995
Malaysia	Mon-Fri 8:00-20:00 GMT +08:00	+603.76283333
Middle East	Sun-Thu 9:00-18:00 GMT +10:00	+31.320.239.530
New Zealand	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
North Africa	Mon-Fri 9:00-18:00 GMT +10:00	+31.320.239.530
North America	Mon-Fri 8 am-8 pm ET	+1.800.467.9582
Philippines	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Singapore	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Sub-Saharan Africa	Mon-Fri 9:00-18:00 GMT +10:00	+31.320.239.593
Taiwan	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Thailand	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
All Others	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333

Code of Ethical and Professional Responsibility

HRCI's Code of Ethical and Professional Responsibility has been adopted to promote and maintain the highest standards of service and conduct for all persons it has certified to use any of its certification marks, including: aPHR, PHR, SPHR, PHRca, GPHR, PHRi and SPHRi.

Our Board of Directors determines who is certified and thus authorized to use the marks. Implicit in the acceptance of this authorization is an obligation not only to comply with the mandates and requirements of all applicable laws and regulations but also to take responsibility to act in an ethical and professionally responsible manner. Adherence to these standards is expected from all who hold an HRCI credential and serves to ensure public confidence in the integrity of these individuals.

Those holding an HRCI credential commit to the following:

Professional Responsibility

As an HRCI certification holder, you are responsible for adding value to the organizations you serve and contributing to the ethical success of those organizations. You accept professional responsibility for your individual decisions and actions. You also are an advocate for the HR profession by engaging in activities that enhance its credibility and value. You will:

- Adhere to the highest standards of ethical and professional behavior.
- Measure the effectiveness of Human Resources in contributing to or achieving organizational goals. Comply with the law.
- Work consistently within the values of the profession. Strive to achieve the highest levels of service, performance and social responsibility.
- Advocate for the appropriate use and appreciation of human beings as employees.
- Advocate openly and within the established forums for debate in order to influence decision-making and results.

Professional Development

As an HRCI certification holder, you must strive to meet the highest standards of competence and commit to strengthen your competencies on a continuous basis. You will:

- Commit to continuous learning, skills development and application of new knowledge related to both HR management and the organizations you serve.
- Contribute to the Exam Content Outline, the evolution of the profession and the growth of individuals through teaching, research and dissemination of knowledge.

Ethical Leadership

As an HRCI certification holder, you are expected to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct. You will:

- Be ethical and act ethically in every professional interaction.
- Question pending individual and group actions, when necessary, to ensure that decisions are ethical and are implemented in an ethical manner.
- Seek expert guidance if ever in doubt about the ethical propriety of a situation.

- Through teaching and mentoring, champion the development of others as ethical leaders in the profession and in organizations.

Fairness and Justice

As an HRCI certification holder, you are ethically responsible for promoting and fostering fairness and justice for all employees and their organizations. You will:

- Respect the uniqueness and intrinsic worth of every individual.
- Treat people with dignity, respect and compassion to foster a trusting work environment free of harassment, intimidation and unlawful discrimination.
- Ensure that everyone has the opportunity to develop their skills and new competencies.
- Assure an environment of inclusiveness and a commitment to diversity in the organizations you serve. Develop, administer and advocate policies and procedures that foster fair, consistent and equitable treatment for all.
- Regardless of personal interests, support decisions made by your organizations that are both ethical and legal.
- Act in a responsible manner and practice sound management in the country or countries in which the organizations you serve operate.

Conflicts of Interest

As an HRCI certification holder, you must maintain a high level of trust with your stakeholders. You must protect the interests of those stakeholders as well as your professional integrity and should not engage in activities that create actual, apparent or potential conflicts of interest. You will:

- Adhere to and advocate the use of published policies on conflicts of interest within your organization
- Refrain from using your position for personal, material or financial gain or the appearance of such
- Refrain from giving or seeking preferential treatment in the HR processes
- Prioritize your obligations to identify conflicts of interest or the appearance thereof. When conflicts arise, you will disclose them to relevant stakeholders.

Use of Information

As an HRCI certification holder, you must consider and protect the rights of individuals, especially in the acquisition and dissemination of information, while ensuring truthful communications and facilitating informed decision-making. You will:

- Acquire and disseminate information through ethical and responsible means
- Ensure only appropriate information is used in decisions affecting the employment relationship
- Investigate the accuracy and source of information before allowing it to be used in employment-related decisions Maintain current and accurate HR information
- Safeguard restricted or confidential information Take appropriate steps to ensure the accuracy and

- completeness of all communicated information about HR policies and practices
- Take appropriate steps to ensure the accuracy and completeness of all communicated information used in HR-related training.

HRCI Complaints and Disciplinary Policy

A. Introduction

1. HR Certification Institute (HRCI) is an independent certifying organization for the human resources profession. As a certifying organization, HRCI evaluates individuals who wish to enter, continue and/or advance in the profession through the certification process. HRCI is governed by the Board of Directors (Board). HR Certification Institute Certification Council (Council) was established in 2016 as a Special Purpose Council within HR Certification Institute. The Council is established in HR Certification Institute Bylaws, which authorize the Council to have autonomy in decision making regarding the development and administration of HR Certification Institute's certification programs.
2. Those certified by HRCI (referred to as "certificants") have successfully completed the required certification process, which includes meeting certain eligibility requirements and passing a certification examination. HRCI certificants subscribe to a Code of Ethical and Professional Responsibility. By applying for certification or recertification, HR professionals agree that they have read and will comply with the Code of Ethical and Professional Responsibility, the Complaints and Disciplinary Policy and other certification program policies. These disciplinary procedures are not formal legal proceedings, thus many formal rules and practices of a court proceeding are not observed. The rules are intended to afford due process and fairness.
3. Successful candidates are granted certification by HRCI and may hold themselves to the public as such. In order to maintain and enhance the credibility of HRCI certification programs, HRCI has adopted these Administrative Procedures (the "Procedures") to allow consumers and others to bring complaints concerning a certificant's conduct to HRCI. If a violation constitutes grounds for sanctions as set forth below, the Certification Council established by the HRCI Board may reprimand, or revoke the individual's certification.

The grounds for sanctions under these Procedures are as follows:

- a) Violation of established HRCI certification program policies, rules, and requirements;
- b) Fraud or misrepresentation in the application for, or maintenance of, certification;
- c) An irregular event in connection with a HR Certification examination, including (but not limited to) copying examination materials, causing a disruption in the testing area, and failure to abide by reasonable test administration rules;
- d) Taking the exam for any purpose other than that of becoming credentialed in the area referenced in the title of the exam;
- e) Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any portion of the exam in any form or by any means, verbal,

written, electronic or mechanical, without the prior express written permission of HRCI;

- f) Unauthorized possession or misuse of HRCI credentials, examinations, and other intellectual property, including but not limited to: aPHR, PHR, SPHR, GPHR, PHRca, PHRi and SPHRi;
- g) Misrepresentation of credential status;
- h) Failure to provide requested information in a timely manner;
- i) Conviction of a felony under federal or state law in a matter related to the practice of, or qualifications for, professional activity.

4. HRCI will ensure that information concerning the complaint process, as developed by the Certification Council, will be available to applicants, certificants, consumers and the public at appropriate locations. These Procedures apply to all complaints or inquiries received about an HRCI certificant.

5. It should be emphasized that actions taken under these Procedures do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made by HRCI regarding the conduct of the certificant in appropriate situations.

Individuals who submit complaints are not entitled to any relief or damages by virtue of these Procedures, although they will receive notice of the actions taken if the submitter agrees in advance and in writing to maintain any such information in confidence.

B. HRCI Certification Council

1. The Certification Council is responsible for development and administration of the HRCI certification programs and for the implementation of these Procedures.
2. The Certification Council Chair is specifically responsible for ensuring that these Procedures are implemented and followed.
3. All Certification Council members, staff, and other individuals engaged in investigations or decisions with respect to any complaint under these Procedures may be indemnified and defended by HRCI from and against liability arising from HRCI-related activities to the extent provided by law.

C. Complaints

1. Complaints must be submitted in writing by an individual or entity. Inquiries or submissions other than complaints may be reviewed and handled by HRCI at its discretion.
2. The complaint must be submitted on HRCI's Code of Ethics Violation Complaint Form and the specific grounds for sanctions as referenced above in Section A.
3. HRCI will not review or further pursue any complaints which:
 - a) Contain unreliable or insufficient information
 - b) Are patently frivolous or inconsequential;
 - c) Allege general unethical or unprofessional behavior by a certificant
 - d) Do not expressly reference specific grounds for sanctions;

- e) In HRCI's sole reasonable discretion may choose not to review or further pursue a complaint based on the date of the violation; or
- f) In HRCI's sole reasonable discretion, are more appropriately addressed by an administrative, regulatory, or law-making entity.

Upon receipt and preliminary review of a submission involving an HRCI certification program or the grounds for sanction, the Director, Business Operations ("Director") may conclude, in his/her sole discretion that the submission does not constitute an actionable complaint as described above. If not an actionable complaint, the submission is disposed of by notice from the Director to its submitter, if the submitter is identified. All such preliminary dispositions by the Director are reported to the Certification Council in writing in an annual summary. If the Director determines that the submission is a valid and actionable complaint, the Director will contact the accused for any additional information that may be necessary. The individual will have 30 days to submit any and all applicable documentation. This documentation will be presented to the Certification Council for investigation. If no applicable documentation is submitted within the 30 days, the Director may proceed with making a determination. The Director may consult with the CEO and/or legal counsel as needed to make either determination.

- 4. If a submission is deemed by the Director to be a valid and actionable complaint, the Director shall see that written notice is provided to the certificant whose conduct has been called into question. The certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The Director also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by HRCI. The Director will determine if the submission is worthy of an investigation, and if necessary a phone interview will be scheduled. Upon completion of the interview, the Director will decide if the submission will move forward for investigation by the Certification Council.
- 5. The Director shall make the decisions described above and provide the notices required here under within sixty (60) days of receipt of the complaint.

D. Review of Complaint

- 1. For each submission involving an alleged violation of the grounds for sanctions that the Director concludes is a valid and actionable complaint, the Certification Council authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.
- 2. Both the individual submitting the complaint and the certificant who is the subject of the investigation (or his or her employer) may be contacted for additional information with respect to the complaint. The Certification Council may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.
- 3. All investigations and deliberations of the Certification Council are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or

potentially relevant. Formal hearings are not held and the parties are not expected to be represented by counsel, although the Certification Council may consult HRCI's counsel.

4. The Certification Council shall undertake all reasonable efforts to ensure that the review process set forth in this section shall be completed within ninety (90) days of the determination to investigate.
5. The Certification Council initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another regulatory, administrative, or other entity engaged in the administration of law.
6. The Certification Council may be assisted in the conduct of its investigation by additional HRCI staff and/or legal counsel. The Certification Council Chair exercises general supervision over all investigations.

E. Determination of Violation

Upon completion of an investigation, the Certification Council may make a determination that there has been a demonstrable and serious violation based on the grounds for sanction. The determination of the disciplinary decision is prepared under the CEO's supervision and is presented to the HRCI Board along with the record of the Certification Council's investigation.

1. If the Certification Council determines that a violation has not occurred, the complaint is dismissed with notice to the certificant and the individual or entity who submitted the complaint. The complaint is included in an annual summary Certification Council report.
2. If the Certification Council determines that a violation has occurred, the council will decide on an appropriate sanction.
3. This determination and the imposition of a sanction are promulgated by written notice to the certificant and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the Council.
4. In certain circumstances, the Certification Council may determine that the certificant who has committed an actionable sanction, should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Certification Council to make such a determination is within their discretionary power. If such an offer is extended, the certificant at issue must submit the required written assurance within thirty days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Certification Council. If the Certification Council accepts the assurance, notice is given to the certificant and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

F. Sanctions

1. Any of the following sanctions may be imposed by the Certification Council upon a certificant whom the Certification Council has determined to have violated the grounds for sanctions, although the disciplinary decision applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:
 - a. written reprimand to the certificant;

- b. suspension of the certificant for a designated period; or
- c. termination of the certificant's certification from HRCI

The HRCI database and certificant's file will be promptly updated to reflect any certification suspension or termination.

2. Reprimand in the form of a written notice from the Certification Council normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a certificant who has received two substantiated complaints within a two year period, or three or more substantiated complaints. The Certification Council may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.
3. Certificants who have been terminated shall have their certification revoked and may not be considered for HRCI certification in the future. If certification is revoked, any and all certificates or other materials requested by HRCI must be returned promptly to HRCI.

G. Appeal

1. Within thirty (30) days from receipt of notice of a determination by the Certification Council that an individual committed an action resulting in grounds for sanctions, the affected certificant may submit to HRCI in writing a request for an appeal. Upon receipt of a request for appeal, the Chair of the Certification Council will appoint a three (3) person Appeal Panel. Individuals appointed to serve on the Appeal Panel cannot be current members of the HRCI Board of Directors or Certification Council. Appeal Panel members will sign a confidentiality and conflict of interest statement prior to beginning their service on the committee.

This Appeal Panel may review one or more appeals, upon request of the HRCI Certification Council Chair. No HRCI staff may serve on the Appeal Panel; further, no one with any personal involvement or conflict of interest may serve on the Appeal Panel.

2. The Appeal Panel may only review whether the determination by the Certification Council was inappropriate because of:
 - a. material errors of fact, or
 - b. failure of the Certification Council or HRCI to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the Certification Council's determination as represented by facts known to HRCI are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. Except as otherwise set forth herein, legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the HRCI Certification Council and the Appeal Panel. The Certification Council and Appeal Panel may consult HRCI legal counsel.

3. The Appeal Panel conducts and completes the appeal within ninety (90) days after receipt of the request for an appeal. Written appellate submissions and any reply

submissions may be made by authorized representatives of the appellant and of the Appeal Panel. Submissions are made according to whatever schedule is reasonably established by the Appeal Panel.

The decision of the Appeal Panel either affirms or overrules the determination of the Certification Council, but does not address a sanction imposed by the Certification Council. The decision of the Appeal Panel, including a statement of the reasons for the decision, is reported to the HRCI Certification Council in writing. The Appeal Panel decision is binding upon the Certification Council, the certificant who is subject to the sanction, and all other persons.

H. Resignations

If a certificant who is the subject of a complaint voluntarily surrenders his or her HRCI certification(s) at any time during the pendency of a complaint under these Procedures, the complaint will be dismissed without any further action by the Certification Council or an Appeal Board established after an appeal. If this occurs, the information will be retained in HRCI's permanent file for future reference. However, the Certification Council may authorize the Certification Chair to communicate the fact and date of resignation, and the fact and general nature of the complaint which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the person or entity who submitted the complaint are notified of the fact and date of resignation and that Certification Council has dismissed the complaint as a result.



info@hrci.org

www.hrci.org

The HR Certification Institute is an independent, internationally recognized certifying body for the HR profession. Established in 1976, HRCI certifies professionals who meet eligibility standards and pass a rigorous examination. Our testing requires professionals to demonstrate their expertise in the core principles of HR practice and the practical application of those principles. To remain certified, individuals must fulfill continuing education requirements or demonstrate their current knowledge of the profession through retesting.

Delivery of Exams:

Prometric

1501 South Clinton Street Baltimore MD 21224 USA

Website: www.prometric.com

Prometric is the testing vendor with which HRCI contracts for exam delivery services. These services include providing the scheduling, administering and proctoring of the exams. Prometric, a wholly-owned subsidiary of ETS, is a trusted and market-leading provider of technology-enabled testing and assessment. Committed to a set of values that get the right test to the right location at the right time and to the right test taker, Prometric supports candidates worldwide who take close to 10 million tests each year. Through innovation, workflow automation and standardization, Prometric advances test development and delivery solutions that are better, faster and cost less. Prometric delivers tests flexibly via the Web or by utilizing a robust network of more than 8,000 test centers in more than 160 countries and on behalf of more than 400 clients in the academic, financial, government, healthcare, professional, corporate and information technology markets. For more information, please visit www.prometric.com.

Global Privacy Statement

Your privacy is important to HRCI. We respect your confidentiality. We explicitly will not sell or rent your personal information. This includes name, address, phone number, email address, date of birth, certification status or other information that identifies an individual personally. We are committed to setting and upholding the highest standards and offer this privacy policy as an extension of this commitment. Find the full Privacy Policy Statement here: <https://www.hrci.org/etc/privacy-policy>.

Information Security

We are committed to ensuring the security of your personal information. To prevent unauthorized access or disclosure, maintain data accuracy and ensure the appropriate use of information, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect online. We have in place reasonable commercial standards of technology and operational security designed to protect all personally identifiable information provided by visitors via our website(s) from unauthorized third-party access.

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